



COMPLAINT FORM REVIEW PROCESS

What is considered a complaint? Complaints are issues or concerns around SEI, including but not limited to complaints around Admissions, Assisting, CE's, Faculty, Financial Support, Registration, Scholarships, etc. This is not related to our Code of Ethics and is not handled by SEI's Legal Department or Ethics & Grievance Committee. Complaints are not held to the same level of confidentiality.

Process

- Complaint Forms are submitted through HelloSign and sent to a private dropbox controlled by minimal SEI staff. This is received in the dropbox immediately upon submission.
- Within 1 business day, the form is submitted to the Constituent Services Manager for review.
- Within 2 business days, the Constituent Services Manager will review the complaint form and send an acknowledgement of receipt via email.
- After reviewing the complaint form, the Constituent Services Manager will submit the complaint to SEI staff based on the following guidelines:
 - If the complaint is related to ethics, it will be sent to the Legal Affairs & Ethics Manager.
 - If the complaint is related to human resources, it will be sent to the Managing Director of Operations.
 - If the complaint is related to faculty, it is sent to the Director of Training & Faculty Relations and Managing Director of Operations.
 - If it is also related to ethics, the complaint will be sent to Legal Affairs & Ethics Manager.
 - If the complaint is related to an administrative process, such as Admissions, Assisting, CE's, Financial Support, Registration, Scholarships, etc. it will be sent to the appropriate Director.
- Upon receiving the complaint form, the Director or staff member will connect directly with the constituent to resolve the complaint. They will be in contact with the constituent within 5 business days of receiving the complaint form.
- The Constituent Services Manager will archive the complaint form for 5 years.