Students or other parties with complaints or grievances against the Bread Loaf School of English (“BLSE” or the "School") should first seek to resolve their complaint directly with the school as described below. Absent extenuating circumstances, or unless otherwise stated in a particular BLSE policy or contract, the investigation and resolution of a report or complaint will ordinarily be completed within 45 days from the time a complaint is made to the appropriate BLSE official (see policies below). This time period may be shorter or longer depending on the circumstances, including but not limited to the complexity of the case and the availability of witnesses. The time frames for the investigation and adjudication of harassment, discrimination, sexual misconduct, and related retaliation complaints are set forth in the Anti-Harassment/Discrimination policy.

An individual not directly involved in the area of the complaint will be assigned to conduct an investigation as an impartial representative of the institution.

In cases where a student or other party is not satisfied with an institution’s resolution of a complaint, the student or other party may submit a complaint to the New Mexico Department of Higher Education in writing on a form provided by the department (see link to form and contact information below). A student must file a complaint with the department within three (3) years of his/her last date of enrollment.

Adverse action will not be taken against a person for filing a complaint against BLSE.

BLSE shall maintain adequate records of all complaints and their resolutions for a period of not less than three years.

NMHED
2048 Galisteo
Santa Fe, NM 87502
Phone: 505.476.8400  Fax: 505.476.8453
http://hed.state.nm.us/institutions/complaints.aspx
See also: NMHED Rule 5.100.2.25:
http://hed.state.nm.us/uploads/files/PPS/Institutions/05_100_2%20NMAC%20In%20State%20Rule.pdf

Complaints, reports, or requests for information should be directed to the appropriate BLSE office as follows:

**Emergencies:** Dial 9.1.1. or call Campus Security

**Potential Threats/Concerning Behavior:** In cases of emergency Dial 9.1.1. or call Campus Security
See also: Threat Assessment and Response Policy and Threat Assessment web site

**Criminal Conduct:** Dial 9.1.1 and notify the On-site director

**General - Where to go for Help:** On-site director/BLSE Office
**Student Conduct Complaints**: On-site director
See also: BLSE Student Handbook “Student Conduct and Policies” and “Disciplinary Action”

**Complaints against Faculty or Staff**: On-site director
See also: BLSE Faculty and Staff Handbook “Conduct and Policies”

**Harassment/Discrimination/Sexual Misconduct Complaints**: Human Relations Officer and/or On-site director
See also: Anti-Harassment/Discrimination Policy

**Stalking Complaints**: On-site director
See also: Anti-Stalking Policy

**Academic Grievances**: BLSE Director or On-site director
See also: BLSE Student Handbook: “Academic Policies and Resources” and “Disciplinary Action”

**Disability/Accessibility**: On-site director or ADA Coordinator
See also: Student Accessibility Services and Middlebury College Americans with Disabilities Act Policy

**Housing Problems/Requests**: BLSE office or On-Site Director

**Billing, Financial Aid and Student Loans**: Office of Student Financial Services

**Student Records/FERPA**: Office of the Registrar

**International Students/Visa Issues**: International Student and Scholar Services

BREAD LOAF SCHOOL OF ENGLISH CONTACT INFORMATION

**BLSE NEW MEXICO SITE**

Cheryl Glenn, On-site Director
Bread Loaf office phone: 505.995.4084 (answering machine; NM is 2 hours earlier than EST)
Bread Loaf office fax: 505.995.4083
Cheryl_glenn@breadnet.middlebury.edu
Office Hours: Mon.–Thurs.: 8:15 a.m.–noon and 1:30 p.m.–3:30 p.m.
Friday: 8:15 a.m.–noon

St. John’s College Security Department
Security can be reached through the Switchboard (505.984.6000 -- "0" from a campus phone), at the security office in Peterson Student Center (505.984.6025), or on the Security cell phone (505.660.8177).
Jim Ardis, Director of Security and Safety, can be reached at the above phone numbers or at 505.984.6125.

St. John’s Conference Services Office
505.984.6024
Emily Bartels, Director of the Bread Loaf School of English
802.443.5590 or 802.443.2700 (Bread Loaf Inn Switchboard)
ebartels@middlebury.edu

Michael Geisler, Vice President for Language Schools, Schools Abroad, and Graduate Programs
802.443.5275
geisler@middlebury.edu

Title IX Coordinator
Shirley Collado
Dean of the College
Middlebury College
802.443.5382
scollado@middlebury.edu

Human Relations Officer
Susan P. Ritter
802.443.3289
sritter@middlebury.edu

Alternate Human Relations Officer
Laura Carotenuto
802.443.2012
lcaroten@middlebury.edu

Alternate Human Relations Officer
Elizabeth Karnes Keefe
802.443.5685
karnes@middlebury.edu

Jodi Litchfield
ADA Coordinator/Student Accessibility Services
802.443.5936
litchfie@middlebury.edu

International Student and Scholar Services
Kathy Foley, Associate Dean and Director of ISSS
802.443.5858
kfoley@middlebury.edu

Office of the Registrar
Jennifer Thompson