

STUDENT COMPLAINTS, REPORTS OR REQUESTS FOR INFORMATION

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/PPSD](#)

2044 Galisteo Street, Suite 4

Santa Fe, NM 87505-2100

Phone: 505.476.8442 or 505.476.8416

<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

Lars Engle & Holly Laird, On-site Directors

Bread Loaf office phone: 505.995.4084 (answering machine; NM is 2 hours earlier than EST)

Bread Loaf office fax: 505.995.4083

lars-engle@utulsa.edu or holly-laird@utulsa.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

Jeffrey Cason, Vice President for Academic Affairs and Dean of the Schools
802.443.5745
cason@middlebury.edu

Title IX Coordinator
[Susan P. Ritter](mailto:Susan.P.Ritter@middlebury.edu)
802.443.3289
sritter@middlebury.edu

Human Relations Officer
Steven C. Collier
802.443.3474
scollier@middlebury.edu

Earl Fechter
802.443.3426
efechter@middlebury.edu

Alternate Human Relations Officer
[Laura Carotenuto](mailto:Laura.Carotenuto@middlebury.edu)
802.443.2012
lcaroten@middlebury.edu

Alternate Human Relations Officer
[Elizabeth Karnes Keefe](mailto:Elizabeth.Karnes.Keefe@middlebury.edu)
802.443.5685
karnes@middlebury.edu

[Jodi Litchfield](mailto:Jodi.Litchfield@middlebury.edu)
ADA Coordinator/[Student Accessibility Services](mailto:Student.Accessibility.Services@middlebury.edu)
802.443.5936
litchfie@middlebury.edu

[International Student and Scholar Services](mailto:International.Student.and.Scholar.Services@middlebury.edu)
[Kathy Foley](mailto:Kathy.Foley@middlebury.edu), Associate Dean and Director of ISSS
802.443.5858
kfoley@middlebury.edu

[Office of the Registrar](mailto:Office.of.the.Registrar@middlebury.edu)
Jennifer Thompson

802.443.5917

jenthompson@middlebury.edu

[Office of Student Financial Services](#)

802.443.5158

studentfinancialservices@middlebury.edu