



Policy and Procedures on Handling Appeals

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I. Purpose

The Georgia Southern University Policy and Procedures on Handling Appeals codifies best practice in handling formal, written appeals received from students, faculty, staff, and others as well as ensures that the University maintains appropriate procedures and applies these procedures fairly and consistently. The Policy and Procedures on Handling Appeals comply with Federal Requirement 4.5 of the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) Principles of Accreditation.

II. Policy Statement

The institution has adequate procedures for addressing written student complaints and is responsible for demonstrating those procedures when resolving student complaints. In addition, each institution is required to have in place student grievance and public complaint policies and procedures that are reasonable, fairly administered, and well-publicized. The Commission also requires, in accord with federal regulations, that each institution maintains a record of complaints received by the institution. This record is made available to the Commission upon request. This record will be reviewed and evaluated by the Commission as part of the institution's decennial evaluation (*Federal Requirement 4.5 SACSCOC 2012 Principles of Accreditation and the [SACSCOC Complaint Procedures against the Commission or Its Accredited institutions Policy](#)*).

III. Procedures

This policy is intended to ensure procedures are followed where such procedures currently exist. Therefore, each unit that currently deals with formal, written appeals is responsible for maintaining a log of those appeals, recording the following information:

- date complaint received;
- complainant's name;
- nature of the complaint;
- resolution of the complaint;
- date resolved;
- indication of where the documentation resides (e.g., email, electronic file, paper file);
- additional comments, as appropriate.

Additionally, each unit that currently deals with formal, written appeals shall be prepared to submit an actual complaint (with personal information redacted) along with the applicable policy and procedures under which that complaint was filed to the Office of Institutional Effectiveness at the time of the institution's SACSCOC decennial evaluation.