



Policy and Procedures on Handling Complaints

Area:	Division of Academic Affairs	Number:	417
Applies to:	University Community	Issued:	January 1, 2012
Sources:	SACSCOC Principles of Accreditation Complaint Procedures against SACSCOC or its Accredited Institutions Policy	Revised:	August 9, 2018
		Reviewed:	
Policy Owner:	Provost and Vice-President for Academic Affairs	Page(s):	2

I. Purpose

The Policy and Procedures on Handling Complaints codifies best practice in handling formal, written complaints received from students, faculty, staff, and others as well as ensures that the University maintains appropriate procedures and applies these procedures fairly and consistently. This policy complies with the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) *Principles of Accreditation (Section 12, Number 4)*.

The Policy and Procedures on Handling Complaints is effective with the implementation of the new, consolidated university (fall 2018).

II. Policy Statement

(Source: Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) *Principles of Accreditation and Complaint Procedures against SACSCOC or Its Accredited Institutions Policy*)

“The institution (a) publishes appropriate and clear procedures for addressing written student complaints, (b) demonstrates that it follows the procedures when resolving them, and (c) maintains a record of student complaints that can be accessed upon request by SACSCOC.”

III. Exclusions

None.

IV. Procedures

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

Moreover, each unit that currently deals with formal, written complaints 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.