



*Southern Association of Colleges and Schools
Commission on Colleges
1866 Southern Lane
Decatur, Georgia 30033-4097*

COMPLAINTS AGAINST INSTITUTIONS: INFORMATION SHEET AND FORM

The following is intended to provide information to persons wishing to file a complaint about an institution accredited by SACSCOC. **Before filing a complaint, please read the SACSCOC policy “Complaints Against SACSCOC or Its Accredited Institutions” – see www.sacscoc.org.** SACSCOC reviews complaints submitted by students, faculty, and other members of the public about its member institutions. This information helps SACSCOC assure that an institution continues to meet the standards of accreditation set by the membership. Procedures have been established to provide a mechanism for SACSCOC to consider complaints that address significant violations of SACSCOC accreditation standards.

All institutions accredited by SACSCOC are required to have in place adequate procedures for addressing complaints by students, employees, and others. As outlined in the complaint policy, it is the responsibility of the complainant first to attempt to resolve the matter with the institution. The complainant is responsible for providing documentation that all remedies available at the institution have been exhausted. In order to file a complaint with SACSCOC, the complainant must describe these efforts on the complaint form.

How to File a Complaint against an Institution Accredited by SACSCOC

Please use the attached Complaint Form to submit a formal complaint. You must complete all applicable sections of this form before the complaint will be reviewed. **It must be submitted in hard copy, not electronically.** Precisely state the nature of the complaint using five sentences or less. Provide the details that support your complaint. Give a description of the steps taken to exhaust the institution’s grievance or complaint process. For both responses, attach additional sheets of paper if more space is needed. Include with the Complaint Form copies of any documents that pertain to the complaint. Please submit two copies of the Complaint Form and the attachments.

Please refer to the attached SACSCOC policy for a description of the process for reviewing complaints.

COMPLAINT FORM
ALL SECTIONS OF THIS FORM MUST BE COMPLETED

I. COMPLAINANT INFORMATION

A. Title:

MS. MR. DR. OTHER: _____

B. First Name:

M.I.

Last Name:

B. Street Address:

C. City:

State:

Zip Code:

Country: (If outside of USA)

D. Office/Home Telephone Number:

Cell Telephone Number:

E. Email Address:

F. Name of Institution Identified in the Complaint:

G. Location (city and state) of Institution Identified in the Complaint:

City:

State:

H. Status in Relation to the Institution:

STUDENT PARENT FACULTY OTHER: _____

I. Current Student Status (If applicable):

ENROLLED GRADUATED PROBATION WITHDRAWN TERMINATED

II. COMPLAINT INFORMATION

- A. State the nature of the complaint (in five sentences or less).
- B. Briefly describe the details of the complaint in the clearest possible language and indicate how the institution has violated specific sections of the *Principles of Accreditation*.
1. List sections of the *Principles* and, if necessary, attach additional sheets for the description. Complaints must identify at least one of the standards in the *Principles of Accreditation*.
 2. Materials and documentation used to support a complainant's allegations should be limited to and directly related to the reported case. The evidence should state relevant facts and document and support the allegation that the institution is in significant violation of the standard(s) referenced in the complaint.
 3. Indicate the time frame in which the violation(s) referenced in the complaint occurred.
- C. Describe the steps taken to exhaust the institution's grievance process, describe the action taken by the institution to date, and provide a copy of the institution's response to the complainant as a result of prescribed procedures. (Indicate any channels external to the institution that the complainant is pursuing, including legal action.)

This complaint will not be processed unless all the boxes below are checked, signed, and dated.

- I have read the "Complaints Against SACSCOC or its Accredited Institutions" policy and agree this form constitutes my formal complaint.
- As stated in the SACSCOC Complaint Policy, I understand that SACSCOC: (1) does not intervene in the internal procedures of institutions or perform as a regulatory body, (2) is not a formal adjudicatory or grievance-resolving body, and (3) will not serve as a grievance panel when the outcome of an institutional grievance or process is unsatisfactory to the complainant.
- I authorize SACSCOC to submit my complaint and/or any documents concerning my complaint to the involved institution(s).
- I hereby certify that all of the information I have given above is true and complete to the best of my knowledge.

YOUR SIGNATURE: _____ **DATE:** _____

PRINT YOUR NAME: _____

ALL SECTIONS OF THIS FORM MUST BE COMPLETED