

Southern Association of Colleges and Schools  
Commission on Colleges  
1866 Southern Lane  
Decatur, Georgia 30033-0977

## COMPLAINTS AGAINST SACSCOC OR ITS ACCREDITED INSTITUTIONS

### Policy Statement

#### Statement of Purpose

The Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) recognizes the value of information provided by students, employees, and others in determining whether an institution's performance is consistent with SACSCOC standards for obtaining or maintaining accreditation. SACSCOC is also committed to providing a fair and equitable process for addressing any significant compliance with SACSCOC's accreditation standards or policies.

This process is not intended to be used to involve SACSCOC in disputes between individuals and member institutions. SACSCOC does not serve as a reviewing authority in individual matters of admission, grades, granting or transferability of credits, application of academic policies, fees or other financial matters, disciplinary matters, contractual rights and obligations. Nor does SACSCOC seek redress on an individual's behalf. Under no circumstances does SACSCOC respond to or take action on any complaint or any allegation that contains defamatory or threatening statements. Further, SACSCOC will not serve as a grievance panel when the outcome of institutional grievance or appeal processes is unsatisfactory to the complainant.

## Responsibilities of Institutions

Standard 12.4 (

## Distinction between Submitting Third-Party Comments and Filing Formal Complaints

SACSCOC is interested in ensuring that member institutions maintain ongoing compliance with SACSCOC standards and policies outside the institution's scheduled formal review that member



- (c) Include the case in an upcoming scheduled visit to the institution. The Committee will examine documents and interview institutional personnel, make a judgment about compliance, and incorporate its findings into the appropriate narrative(s) of its report. In such cases, a section will be added to the Committee's Report providing pertinent information and outlining the substance of the committee's review related to the complaint. The report will be forwarded to the SACSCOC Board of Trustees and one of its standing committees for review and action according to the published t





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**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.





## II. COMPLAINT INFORMATION

A. State the nature of the complaint (in ~~five~~ sentences or less).

B.