**STUDENT COMPLAINT PROCESS**

The purpose of the Student Complaint Process is to provide Fayetteville State University (University) students with appropriate means for registering complaints regarding University actions, decisions, and/or processes.

**INTERNAL COMPLAINT PROCESS**

**APPLICABLE COMPLAINTS**

This policy does not apply to complaints that are covered by other applicable University policies, such as the following:

* Complaints involving sex discrimination, harassment and/or retaliation are handled in accordance with the University’s [Prohibited Sexual Conduct](https://www.uncfsu.edu/faculty-and-staff/departments-and-offices/office-of-legal-affairs/policies-and-procedures) policy and corresponding procedures.
* Complaints involving discrimination, harassment and/or retaliation, not based on sex, are handled in accordance with the University’s [Non-Discrimination](https://www.uncfsu.edu/faculty-and-staff/departments-and-offices/office-of-legal-affairs/policies-and-procedures) policy and corresponding procedures.
* Complaints involving disability discrimination or Americans with Disabilities Act/Section 504 accommodations are handled in accordance with the University’s [ADA/Section 504 Complaint Policy](https://www.uncfsu.edu/faculty-and-staff/departments-and-offices/office-of-legal-affairs/policies-and-procedures).
* Complaints involving student academic and non-academic misconduct are handled in accordance with the University’s [Code of Student Conduct](https://www.uncfsu.edu/faculty-and-staff/departments-and-offices/office-of-legal-affairs/policies-and-procedures).
* Complaints involving a student’s grade are handled in accordance with the University’s [Grade Appeal Policy](http://acalog.uncfsu.edu/content.php?catoid=7&navoid=224#grade-appeals).

**PROCESS FOR FILING COMPLAINTS**

For complaints that do not fall into the categories above or are not covered by other applicable University policies, the following process should be followed. The process is also outlined in the attached flowchart.

* **Step One**

Students should attempt to resolve the matter directly with the person against whom the complaint is directed.

* **Step Two**

If a resolution is not reached, the student may submit a *Student Complaint Form*, via email, to the following:

* + Academic Complaint – Department Chair or Dean (if the complaint involves the department chair)
  + Non-Academic Complaint – Unit Head or Vice Chancellor of the division to which the unit reports (if the complaint involves the unit head).
* **Step Three**

If the student is not satisfied with the resolution, the student may submit the *Student Complaint Form*, via email, to the following:

* + Academic Complaints –Dean or Provost and Vice Chancellor for Academic Affairs.
  + Non-Academic Complaints –Vice Chancellor of the division to which the unit reports.
* **Step Four**

If the student is not satisfied with the resolution, the student may submit the *Student Complaint Form*, via email, to the following:

* + Academic Complaints –Provost and Vice Chancellor for Academic Affairs
* **Final Determination**

If the issue is still not resolved, the student may submit the *Student Complaint Form,* via email, to the Office of the Chancellor at [chancellor@uncfsu.edu](mailto:chancellor@uncfsu.edu). The Office of the Chancellor’s decision shall be final.

**RESPONDING TO COMPLAINTS**

Upon receipt of a written complaint, the appropriate University official will review the complaint and contact the student within ten (10) business days to verify receipt of the complaint, clarify any information provided by the student, and request any additional information that may be needed from the student. After reviewing the student’s complaint, the University official will provide the student with a written notification of the determination and outcome of the student’s complaint.

If, in utilizing Steps One-Three, the student has not received a response within ten (10) business days after each step of the complaint process, the student may submit an email to the Office of Institutional Effectiveness ([nlucas2@uncfsu.edu](mailto:nlucas2@uncfsu.edu)).

**CONFIDENTIALITY**

The University recognizes the importance of confidentiality and, to the extent reasonably possible, will respect the confidentiality of students who file complaints. Confidentiality may not be able to be maintained in circumstances where the law requires disclosure of information or when disclosure required by the University outweighs protecting the rights of others.

## ****Complaints to External Agencies****

## If a complaint cannot be resolved at the University level, students may file a complaint with **certain external agencies.**

**UNC System Level**

## ****North Carolina Post-Secondary Education Complaints****

## **If a complaint cannot be resolved through the institution’s complaint process, students may file a complaint with the North Carolina Post-Secondary Education Complaints unit. Please review the**[****NC Post-Secondary Complaint Policy****](https://www.northcarolina.edu/wp-content/uploads/student_complaint_policy-9-9-2022.pdf)**and complete the**[NC Post-Secondary Complaint Form](https://studentcomplaints.northcarolina.edu/form)**(PDF). The form may be mailed or emailed as follows:**

North Carolina Post-Secondary Education Complaints  
c/o Student Complaints  
University of North Carolina System Office  
910 Raleigh Road, Chapel Hill, NC 27515-2688  
Phone: 919.962.4558  
Email: [studentcomplaint@northcarolina.edu](mailto:studentcomplaint@northcarolina.edu)Web: <https://www.northcarolina.edu/post-secondary-education-complaints/>

## Institutional Accreditor Level (SACS-COC)

## SACSCOC Complaint Process **A complaint may be filed with the Southern Association of Colleges and Schools Commission on Colleges (SACSOC), utilizing the process outlined in the** [**SACSCOC Complaint Procedures**](http://www.sacscoc.org/app/uploads/2019/07/complaintpolicy.pdf)**.** [SACSCOC Complaint Procedure and Form](https://sacscoc.org/app/uploads/2020/01/ComplaintPolicy-1.pdf). **Two printed copies of the complaint form should be sent as follows:**

## Southern Association of Colleges and Schools Commission on Colleges

## 1866 Southern Lane

## Decatur, GA 30033-4097

## Phone: 404.679.4500 Web: <http://www.sacscoc.org/>

## State Level: SARA-NC

## SARA-NC Student Complaint Process

Fayetteville State University is a member of the State Authorization Reciprocity Agreement (SARA). The primary objectives of SARA are to make it easier for institutions in North Carolina to provide online and distance education options to students in other states and to provide basic protections for those students. Complaints from students in states other than North Carolina should be filed with the North Carolina SARA Portal Agency NOT the student’s state of residence.

The [**Student Complaint Form**](https://www5.ncseaa.edu/SARANC/docs/SARA-NC-ComplaintForm.pdf) should be filed utilizing the process outlined in the [SARA **NC Complaint Process.**](https://www5.ncseaa.edu/SARANC/Complaint.html) Submission of the form and any required documents should be submitted via U.S. mail or emailed as follows:

North Carolina State Education Assistance Authority (NCSEAA)

PO Box 41349

Raleigh, NC 27629  
T: 855-SARA-1-NC (727-2162)  
T: 919-549-8614  
Email: [information@saranc.org](mailto:information@saranc.org)   
Web: [www.saranc.org](http://www.saranc.org)

**Outside North Carolina**  
Students residing outside North Carolina may file complaints with the state education agency where they reside. Links to various resources by state are located below:

[Student Complaint Information by State and Agency](https://wcetsan.wiche.edu/sites/default/files/files/2020-10/2020%20October%20Student%20Complaint%20Information%20by%20State%20and%20Agency.pdf)[NC-SARA State Portal Entity Contacts](https://www.nc-sara.org/state-portal-entity-contacts)