

Student Complaint Policy

A formal student complaint is a written and signed complaint initiated by a student (or a family member on behalf of a student and confirmed by the student). It is a non-trivial, non-routine complaint, related to either academic or non-academic policies or procedures. To the extent possible, complainants must seek a resolution of all matters through the university's appeals and/or grievance procedures *before* filing a formal student complaint with the university (see table below). The matter should be brought to the attention of the campus office directly responsible for that area of the university and should be well-documented and move through the appropriate campus supervisory structure.

Petitions for waiver of university regulations, university disciplinary actions, and grade appeals are not considered formal student complaints. Information on how to petition for exceptions to university academic regulations and the grade appeal policy are detailed in the "Academic Policies" sections of the University Catalog, Adult Studies Catalog, and Graduate Catalog. Information on the judicial process is provided in the Student Handbook. The chart under "Appeals and Grievance Procedures" provides information on the steps that should be followed when filing a grievance or an appeal.

In addition, requests appealing decisions regarding acceptance into or dismissal from academic programs with established criteria (e.g. Teacher Education, Physician Assistant, etc) are not considered formal student complaints. Students should follow due process as outlined in the school, departmental, and program handbooks.

Appeals and Grievance Procedures

As highlighted above, Trevecca students who have concerns about their academic program or other matters should follow the appeals and/or grievance procedures as outlined in the appropriate university handbook or catalog. The following chart provides guidance on how various matters should be handled:

Type of Student Concern	Accused Offender	Document/Information	Person(s) Responsible for the Process
Personal, Student Code of Conduct	Student	Student Handbook/Community Living Guidelines	Associate Dean of Students for Residential Life; Vice President and Dean of Student Development
Academic	Faculty, Dept Chair, Program Director	University Catalog/Adult Studies Catalog/Graduate Catalog	Department Chair, Program Director, School Dean

Type of Student Concern	Accused Offender	Document/Information	Person(s) Responsible for the Process
Non-Academic/Staff policy	Staff	Office of Human Resources	Director of Human Resources
Employment	Faculty or Staff	Office of Human Resources	Director of Human Resources,
Sexual Harassment	Student	Student Handbook, Sexual Harassment Policy, Sexual Violence Policy	Title IX Coordinator; Vice President and Dean of Student Development (traditional undergraduate students); Associate Vice President and Dean of the Graduate School (graduate and adult studies students)
Harassment/Discrimination	Faculty or Staff	Student Handbook, Sexual Harassment Policy, Sexual Violence Policy	Title IX Coordinator; Vice President and Dean of Student Development (traditional undergraduate students); Associate Vice President and Dean of the Graduate School (graduate and adult studies students)
Other/Third Party	Vendor, Outside Guest etc.	Student Handbook, Sexual Harassment Policy, Sexual Violence Policy	Title IX Coordinator (Director of HR)

Student Complaint Procedures

If a student has followed the appropriate appeals or grievance procedures and has broad concerns that move beyond the desire to appeal an unwelcomed decision, he/she may file a formal student complaint. Traditional undergraduates may file a written and signed complaint with the Vice President for Academic Affairs and Accreditation or the Vice President and Dean of Student Development. Students in the School of Leadership and Interdisciplinary Studies or the Graduate School may file a written complaint with the Associate Vice President and Dean of the Graduate School. Formal student complaints and their resolutions are logged and regularly reviewed by the President's Cabinet. Files are maintained in the Office of the Provost.

Should the university not be able to resolve a student complaint, the student has the right to contact agencies and authorities outside the university, including the State of Tennessee, in order to determine a proper course of action. Complaints can be filed with the following agencies:

1. Complaints relating to quality of education or accreditation requirements should be referred to the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC), (<https://sacscoc.org/app/uploads/2020/01/ComplaintPolicy-1.pdf>);
2. Complaints related to the application of state laws or rules related to approval to operate or licensure of a particular professional program within a postsecondary institution shall be referred to the appropriate State Board (i.e., State Boards of Health, State Board of Education, and so on) within the Tennessee State Government and shall be reviewed and handled by that licensing board (<http://www.tn.gov>, and then search for the appropriate division);
3. For students attending programs in Tennessee, complaints related to state consumer protection laws (e.g., laws related to fraud or false advertising) shall be referred to the Tennessee Division of Consumer Affairs and shall be reviewed and handled by that Unit (<https://www.tn.gov/attorneygeneral/working-for-tennessee/consumer-affairs.html>).
4. Complaint Resolution Policies and Procedures for Non-Tennessee Resident Students in State Authorization Reciprocity Agreement States, commonly known as SARA. Student complaints relating to consumer protection laws that involve distance learning education offered under the terms and conditions of the State Authorization Reciprocity Agreement (SARA), must first be filed with the institution to seek resolution.

Complainants not satisfied with the outcome of the Institution's internal process may appeal, within two years of the incident about which the complaint is made, to the Tennessee Higher Education Commission (<https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html>).

For purposes of this process, a complaint shall be defined as a formal assertion in writing that the terms of SARA or the laws, standards or regulations incorporated by the SARA Policies and Standards (<http://www.nc-sara.org/content/sara-manual>) have been violated by the institution operating under the terms of SARA.

For a director of SARA member States, please visit the NC-SARA website (<https://nc-sara.org/directory>). Students residing in non-SARA states should consult their respective State of residence for further instruction for filing a complaint.

5. For students enrolled in onground programs in states other than Tennessee, complaints may be submitted through the state's higher education authority. See a listing below (with name and contact information) of the higher education authority in each state.

Board or Commission on Higher Education By State

In accordance with federal law, students may submit complaints about Trevecca Nazarene University with each state board or commission on higher education if complaints submitted directly to the university, or to the Tennessee NC-SARA Portal, are not resolved. The following is a listing of the names/contacts for each of the state boards/commissions:

Alabama

Alabama Commission on Higher Education

PO Box 302000

Montgomery, AL 36130-2000

<https://ache.edu/>

Student Complaints: <https://ache.edu/>

Alaska

Alaska Commission on Postsecondary Education

PO Box 110505

Juneau, AK 99811-0505

<http://acpe.alaska.gov/>

Student Complaints: <https://acpe.alaska.gov/ConsumerProtection>

Arizona

Arizona State Board for Private Postsecondary Education

1400 W. Washington Street

Phoenix, AZ 85007

<https://ppse.az.gov/>

Student Complaints: <https://ppse.az.gov/complaint>

Arkansas

Arkansas Higher Education Coordinating Board

Arkansas Department of Higher Education

114 East Capitol Ave

Little Rock, AR 72201

<https://adhe.edu/>

Student Complaints: <https://adhe.edu/>

California

California Bureau for Private Postsecondary Education

P.O. Box 980818

W. Sacramento, CA 95798-0818

<http://www.bppe.ca.gov/>

Student Complaints: <http://www.bppe.ca.gov/enforcement/complaint.shtml>

Colorado

Colorado Department of Higher Education

1560 Broadway, Suite 1600

Denver, CO 80202

<http://higher.ed.colorado.gov/>

Student Complaints: <https://higher.ed.colorado.gov/filing-student-complaint>

Connecticut

Office of Higher Education

450 Columbus Boulevard, Suite 510

Hartford, CT 06103-1841

<http://www.ctohe.org/>

Student Complaints: <http://www.ctohe.org/studentcomplaints.shtml>

Delaware

Delaware Department of Education Higher Education Office

The Townsend Building

401 Federal Street, Suite 2

Dover, DE 19901

<https://www.doe.k12.de.us/domain/226>

Student Complaints: https://education.delaware.gov/families/occl/occl-forms/make_a_complaint_online/

District of Columbia

District of Columbia Office of the State Superintendent of Education

Higher Education Licensure Commission

810 First Street, NE, 2nd Floor

Washington, DC 20002

<https://osse.dc.gov>

Student Complaints: <https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints>

Florida

Florida Commission for Independent Education

325 W. Gaines Street, Suite 1414

Tallahassee, FL 32399-0400

<http://www.fldoe.org/policy/cie/>

Student Complaints: <https://www.fldoe.org/policy/cie/student-concerns.shtml>

Georgia

Georgia Nonpublic Postsecondary Education Commission

2082 East Exchange Place, Suite 220

Tucker, GA 30084-5334

<https://gnpec.georgia.gov/> Student Complaints: <https://gnpec.georgia.gov/student-resources/student-complaints>

Hawaii

Hawaii Postsecondary Education Authorization Program

335 Merchant Street, Room 310

Honolulu, HI 96813

<http://cca.hawaii.gov/>

Student Complaints: <https://cca.hawaii.gov/consumer-complaints/>

Idaho

Idaho State Board of Education
650 West State Street
PO Box 83720
Boise, ID 83720-0037

<https://boardofed.idaho.gov/>

Student Complaints: <https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/state-authorization-reciprocity-agreement-sara/complaint-procedures/>

Illinois

Illinois Board of Higher Education
1 N. Old State Capitol Plaza, Suite 333
Springfield, IL 62701

<http://www.ibhe.org/default.htm>

Student Complaints: <https://complaints.ibhe.org/>

Indiana

Indiana Commission for Higher Education
101 W. Ohio Street, Suite 550
Indianapolis, IN 46204-1984

<http://www.in.gov/che/>

Student Complaints: <http://www.in.gov/che/2744.htm>

Iowa

Iowa College Student Aid Commission
430 East Grand Ave., Floor 3
Des Moines, IA 50319

<https://www.iowacollegeaid.gov/>

Student Complaints: <https://iowacollegeaid.gov/StudentComplaintForm>

Kansas

Kansas Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368

https://www.kansasregents.org/academic_affairs/private_out_of_state

Student

Complaints: https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process

Kentucky

Kentucky Council on Postsecondary Education
1024 Capital Center Drive, Suite 320
Frankfort, KY 40601

<http://cpe.ky.gov/>

Student Complaints: http://cpe.ky.gov/campuses/consumer_complaint.html

Louisiana

Louisiana Board of Regents

PO Box 3677

Baton Rouge, LA 70821-3677

<http://regents.state.la.us/>

Student Complaints: <https://www.laregents.edu/student-complaint-process/>

Maine

Maine Department of Education

23 State House Station

Augusta, ME 04333-0023

<http://www.maine.gov/doe/highered/>

Student Complaints: <https://www.maine.gov/doe/cds/dueprocess>

Maryland

Maryland Higher Education Commission

6 North Liberty Street

Baltimore, MD 21201

<http://mhec.maryland.gov/Pages/default.aspx>

Student

Complaints: http://mhec.maryland.gov/institutions_training/Pages/career/pcs/complaint.aspx

Massachusetts

Massachusetts Department of Higher Education

One Ashburton Place, Room 1401

Boston, MA 02108

<http://www.mass.edu/>

Student Complaints: <http://www.mass.edu/forstufam/complaints/complaints.asp>

Michigan

Michigan Department of Licensing and Regulatory Affairs

201 N. Washington Sq.

Lansing, MI 48913

<http://www.michigan.gov/lara/>

Student Complaints: <http://www.michigan.gov/lara/>

Minnesota

Minnesota Office of Higher Education

1450 Energy Park Drive, Suite 350

St. Paul, MN 55108

<https://www.ohe.state.mn.us/>

Student Complaints: <http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Mississippi

Mississippi Commission on College Accreditation
3825 Ridgewood Road
Jackson, MS 39211

<http://www.mississippi.edu/mcca/>

Student Complaints: http://www.mississippi.edu/mcca/student_complaint_process.asp

Missouri

Missouri Department of Higher Education
205 Jefferson Street
PO Box 1469
Jefferson City, MO 65102-1469

<https://dhe.mo.gov/>

Student Complaints: <https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

Montana

Montana University System
Office of the Commissioner of Higher Education
2500 Broadway
PO Box 203201
Helena, MT 59620-3201

<http://mus.edu/che/arsa/StateAuthorization/default.asp>

Student Complaints: <http://mus.edu/che/arsa/StateAuthorization/Students.asp>

Nebraska

Nebraska Coordinating Commission for Postsecondary Education
PO Box 95005
Lincoln, NE 68509-5005

<https://ccpe.nebraska.gov/>

Student Complaints: <https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

Nevada

Nevada System of Higher Education
2601 Enterprise Road
Reno, NV 89512

<https://nshe.nevada.edu/> Student Complaints: https://nshe.nevada.edu/wp-content/uploads/Academic-Affairs/SARA_Complaint_Resolution_Form-Rev_20191224.pdf

New Hampshire

New Hampshire Higher Education Commission

101 Pleasant Street

Concord, NH 03301-3494 <https://www.education.nh.gov/who-we-are/higher-education-commission>

Student Complaints: <https://www.education.nh.gov/parents-and-students/appeals-and-mediation>

New Jersey

Office of the Secretary of Higher Education

20 West State Street, 4th Floor

PO Box 542

Trenton, NJ 08625-0542

<http://www.state.nj.us/highereducation/>

Student Complaints: <http://www.state.nj.us/highereducation/SARA.shtml>

New Mexico

New Mexico Higher Education Department

2048 Galisteo Street, Suite 4

Santa Fe, NM 87505

<http://www.hed.state.nm.us/>

Student Complaints: <https://hed.state.nm.us/students-parents/student-complaints>

New York

New York Office of College and University Evaluation

New York State Education Department

5 North Mezzanine

Albany, NY 12234

<http://www.nysed.gov/college-university-evaluation>

Student Complaints: <http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

North Carolina

The University of North Carolina Board of Governors

910 Raleigh Road

Chapel Hill, NC 27515-2688

<https://www.northcarolina.edu/leadership-and-governance/board-of-governors/>

Student Complaints: <https://www.northcarolina.edu/post-secondary-education-complaints/>

North Dakota

North Dakota Department of Career and Technical Education

State Capitol - 15th Floor

600 E. Boulevard Ave. Dept. 270

Bismarck, ND 58505-0610

<http://www.nd.gov/cte/>

Student Complaints: http://www.nd.gov/cte/private-post-inst/docs/NDSBCTE_Student_Complaint_Procedure.pdf

Ohio

Ohio Board of Regents
25 South Front Street
Columbus, OH 43215

<https://www.ohiohighered.org/>

Student Complaints: <https://highered.ohio.gov/students/current-college-students/student-complaints/student-complaints>

Oklahoma

Oklahoma State Regents for Higher Education
655 Research Parkway, Suite 200
Oklahoma City, OK 73104

<http://www.okhighered.org/index.shtml>

Student Complaints: <https://www.okhighered.org/current-college-students/complaints.shtml>

Oregon

Oregon Office of Degree Authorization
775 Court Street NE
Salem, OR 97301

<http://www.oregon.gov/highered/institutions-programs/private/Pages/office-degree-authorization.aspx>

Student Complaints: <http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx>

Pennsylvania

Pennsylvania Department of Education
333 Market Street, 12th Floor
Harrisburg, PA 17126-0333

<http://www.education.pa.gov/Postsecondary-Adult/Pages/default.aspx#tab-1>

Student Complaints: <https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx>

Puerto Rico

Puerto Rico Council on Higher Education
PO Box 19900
San Juan, PR 00910-1900

Student Complaints: <http://www.ce.pr.gov/>

Rhode Island

Council on Postsecondary Education
560 Jefferson Boulevard, Suite 100
Warwick, RI 02886

<https://riopc.edu/>

Student Complaints: <https://riopc.edu/policies/student-complaint-procedures/>

South Carolina

South Carolina Commission on Higher Education
1122 Lady Street, Suite 300
Columbia, SC 29201

<https://www.che.sc.gov/>

Student

Complaints:

https://che.sc.gov/sites/che/files/Documents/Institutions%20and%20Educators/Complaint_Procedures_and_Form.pdf

South Dakota

South Dakota Board of Regents
306 E. Capitol Ave, Suite 200
Pierre, SD 57501

<https://www.sdbor.edu/Pages/default.aspx>

Student Complaints: <https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Pages/default.aspx>

Tennessee

Tennessee Higher Education Commission
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243

<http://www.tn.gov/thec/>

Student Complaints: <https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html>

Texas

Texas Workforce Commission
Career Schools and Colleges
101 East 15th Street
Austin, TX 78778-0001

<http://www.twc.state.tx.us/partners/career-schools-colleges-resources>

Student Complaints: <http://www.twc.state.tx.us/jobseekers/career-schools-colleges-students>

Texas Higher Education Coordinating Board
1200 E. Anderson Lane
Austin, TX 78752

<https://www.highered.texas.gov/>

Student Complaints: <http://www.highered.texas.gov/links/student-complaints/>

Utah

Utah Division of Consumer Protection
160 East 300 South
Salt Lake City, UT 84111

<https://dcp.utah.gov/>

Student Complaints: <https://dcp.utah.gov/complaints.html>

Vermont

Vermont Agency of Education
State Board of Education
219 North Main Street, Suite 402
Barre, VT 05641

<http://education.vermont.gov/>

Student Complaints: <http://education.vermont.gov/documents/postsecondary-program-complaint-resolution>

Virginia

State Council of Higher Education for Virginia
101 N. 14th St., 10th Floor
James Monroe Building
Richmond, VA 23219

<http://www.schev.edu/>

Student Complaints: <https://www.schev.edu/students/resources/student-complaints>

Washington

Workforce Training & Education Coordinating Board
128 10th Avenue SW
PO Box 43105
Olympia, WA 98504-3105

<https://www.wtb.wa.gov/>

Student Complaints: <https://www.wtb.wa.gov/private-career-schools/school-complaints/>

West Virginia

West Virginia Higher Education Policy Commission
1018 Kanawha Blvd E., Ste 700
Charleston, WV 25301-2800

<http://www.wvhepc.edu/>

Student Complaints: <http://www.wvhepc.edu/wp-content/uploads/2015/10/Student-Complaint-Process-revised-3.pdf>

Wisconsin

Wisconsin Educational Approval Board
431 Charmany Drive, Suite 102
Madison, WI 53719

<https://dsps.wi.gov/Pages/Programs/EducationalApproval/Default.aspx>

Student Complaints: <https://dsps.wi.gov/Pages/SelfService/FileAComplaint.aspx>

Wyoming

Wyoming Department of Education

2300 Capitol Avenue

Hathaway Building, 2nd Floor

Cheyenne, WY 82002-0050

<https://edu.wyoming.gov/>

Student Complaints: <https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/>