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:

<table>
<thead>
<tr>
<th>Type of Student Concern</th>
<th>Accused Offender</th>
<th>Document/Information</th>
<th>Person(s) Responsible for the Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal, Student Code of Conduct</td>
<td>Student</td>
<td>Student Handbook/Community Living Guidelines</td>
<td>Associate Dean of Student for Residential Life; Vice President and Dean of Student Development</td>
</tr>
<tr>
<td>Academic</td>
<td>Faculty, Dept Chair, Program Director</td>
<td>University Catalog/Adult Studies Catalog/ Graduate Catalog</td>
<td>Department Chair, Program Director, School Dean</td>
</tr>
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</tr>
<tr>
<td>Non-Academic/Staff policy</td>
<td>Staff</td>
<td>Office of Human Resources</td>
<td>Director of Human Resources</td>
</tr>
<tr>
<td>Employment</td>
<td>Faculty or Staff</td>
<td>Office of Human Resources</td>
<td>Director of Human Resources, Director of the Office of Student Employment</td>
</tr>
<tr>
<td>Sexual Harassment</td>
<td>Student</td>
<td>Student Handbook, Sexual Harassment Policy, Sexual Violence Policy</td>
<td>Title IX Coordinator; Dean of Student Development (traditional undergraduate); Vice President for Graduate and Adult Education (nontraditional undergraduate and graduate)</td>
</tr>
<tr>
<td>Harassment/Discrimination</td>
<td>Faculty or Staff</td>
<td>Student Handbook, Sexual Harassment Policy, Sexual Violence Policy</td>
<td>Title IX Coordinator; Dean of Student Development (traditional undergraduate); Vice President for Graduate and Adult Education (nontraditional undergraduate and graduate)</td>
</tr>
<tr>
<td>Other/Third Party</td>
<td>Vendor, Outside Guest etc.</td>
<td>Student Handbook, Sexual Harassment Policy, Sexual Violence Policy</td>
<td>Title IX Coordinator (Director of HR)</td>
</tr>
</tbody>
</table>

### 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 Vice President for Graduate and Adult Education. 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: EED.ACPE-IA@alaska.gov

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://highered.colorado.gov/
Student Complaints: https://highered.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://osse.dc.gov/service/higher-education-licensure-commission-helc-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/schools/higher-ed/fl-college-system/about-us/complaints.stml

Georgia
Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220
Tucker, GA 30084-5334
https://gnpec.org/
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://regents.la.gov/students-parents/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
http://system.nevada.edu/Nshe/
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://www.ohiohighered.org/students/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://www.riopc.edu/page/RI-SARA/
Student Complaints: https://www.riopc.edu/page/student_complaint/

South Carolina
South Carolina Commission on Higher Education  
1122 Lady Street, Suite 300  
Columbia, SC 29201  
https://www.che.sc.gov/  
Student Complaints: http://www.che.sc.gov/Portals/0/CHE_Docs/academicaffairs/license/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/  

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  
http://www.thecb.state.tx.us/  
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/

Wisconsin
Wisconsin Educational Approval Board
431 Charmany Drive, Suite 102
Madison, WI 53719
https://dspd.wi.gov/Pages/Programs/EducationalApproval/Default.aspx
Student Complaints: https://dssp.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/