



# Complaint and Grievance Procedures

## Student Complaint and Grievance Procedure

Students should be aware that, should they have complaints about their academic program or their financial aid, UT Southern has a complaint procedure located in the **Student Handbook**. To the extent possible, students should seek a resolution of such matters through the institution's complaint procedure before involving others.

## State of Tennessee Complaint Procedures

Should the institution not be able to resolve the student complaint, the student has the right to contact the state of Tennessee and its appropriate agency to determine the course of action. Complaints can be filed with the following agencies in Tennessee:

- 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);
- 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 (<http://www.tn.gov/consumer/>)

## Southern Association of Colleges and Schools Commission on Colleges (SACS-COC)

Allegations regarding noncompliance with accreditation standards, policies, and procedures may be made to SACS-COC, 1866 Southern Lane, Decatur, GA 30033-4097. (The Commission's complaint policy, procedure, and the Complaint form may be found on their website, <http://www.sacscoc.org/pdf/081705/complaintpolicy.pdf>)

## Non-Tennessee Resident Students in [State Authorization Reciprocity Agreement States](#)

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