



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 [University Catalog](#). 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.

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, <https://sacscoc.org/app/uploads/2020/01/ComplaintPolicy-1.pdf>)

University of Tennessee Southern Complaint Policies for Certain Distance Education Students Enrolled Through the State Authorization Reciprocity Agreements (“SARA”)

The below policies apply to students who are:

- non-Tennessee residents in [State Authorization Reciprocity Agreement \(“SARA”\) states](#) and who are enrolled in a distance education program/course or
- attending an out-of-state learning placement in a [SARA state](#) other than Tennessee

The nature of complaints to be addressed through these policies include violations of SARA policies and dishonest or fraudulent activity. These policies do not apply to complaints concerning student grades or student conduct violations. For more information on complaint subject matter see [SARA Policy Manual](#) Sections 4.2 and 4.3.

Institution Complaint Policies can be found in the [University Catalog](#).

Additional Complaint Policies

- Tennessee Higher Education Commission (“THEC”)
 - Students (as described above) must complete the institution complaint process before appealing to THEC.
 - Students who are not satisfied with the institution’s resolution of their complaint may appeal the institution decision to THEC using the [Request for Complaint Review form](#). Additional information on the THEC complaint process is available at [THEC Complaint Review Process](#). Students may also contact THEC.RCD@tn.gov with questions.
 - The appeal to THEC must be filed within two (2) years of the incident about which the complaint is made.
 - Out-of-state student may also contact their home state higher education authority; although student may be referred to THEC. See [State Portal Entity Contacts | NC-SARA](#) for a listing of SARA states and contacts.
 - Students residing in non-SARA states, currently California only, should consult their respective state of residence for further instructions for filing a complaint.