

FR 4.5 - Student Complaints

The institution has adequate procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints. (See also Commission policy A Complaints Procedures for the Commission or its Accredited Institutions)

Compliance Finding: In Compliance

Narrative:

The University of South Carolina Beaufort (USC Beaufort) Student Grievance Policy provides a formal, standardized method by which students can seek a resolution to interactions or situations where treatment by a faculty and/or staff is considered unjust or improper.

Student Grievance Policy

The purpose of the student grievance process is to furnish a student enrolled at USC Beaufort with a formal, standardized method for seeking a resolution when the student believes he or she has been treated unjustly or improperly by a faculty or staff member. A student may seek a solution to an unresolved difference with a faculty or staff member through the student grievance process [i]. Students seeking a redress of grievances may do so without fear of reprisal.

A full Student Grievance Policy can be found on pages 78-80 of the printed Student Handbook, pages 50-52 of the electronic handbook [ii]. The Student Handbook is given to all students during orientation and during the academic year. Copies are available in the offices of Student Services, Housing & Residence Life, Library, Bookstore, and Business Office. The electronic version is also available on a CD-ROM. Student grievances are tracked according to the student grievance tracking form from onset to completion [iii].

The Southern Association of Colleges and Schools Commission on Colleges' (SACS COC) complaint procedure including contact information for SACS COC are published in the USC Beaufort Bulletin [iv] and the 2008-2009 Student Handbook.

Supporting Documentation

- [i Student Grievance Process Example](#)
- [ii Student Grievance Policy -- USC Beaufort Student Handbook](#)
- [iii Student Grievance Policy Tracking Form](#)
- [iv Southern Association of Colleges and Schools Commission on College's Complaint Procedure -- USC Beaufort Bulletin](#)