

TITLE: STUDENT COMPLAINT PROCEDURES

SUMMARY: If a student or prospective student has exhausted all avenues for resolution without satisfaction a written complaint may be initiated. This policy and procedure outlines how the University will address any written complaints and how records of submitted complaints will be maintained. Complaints must be processed without unlawful discrimination, and complainants must not be subject to retaliation.

POLICY: Current and prospective students may initiate a written complaint by completing a complaint form, which is accessible on the Student Right-To-Know web page. Academic appeals, grade appeals, appeals of academic integrity sanctions, medical appeals, traffic ticket appeals, and student discipline appeals, are not considered complaints. Appeal procedures are published in the student handbook and/or university catalog.

1. Written Complaints:

- a. Written complaints must be submitted to Office of the President through the form located on the Student Right-To-Know web page. Personnel from the Office of the President will forward the complaint to the appropriate Vice-President or administrator for action.
- b. Administrators shall investigate the complaint, and shall, as necessary, meet with the student and the person who is the source of the complaint.
- c. Administrators must provide a written response to the source of complaint within four business weeks of receiving the written complaint.

2. Appeal:

- a. Complainants desiring to appeal a decision may, within two business weeks, submit a signed statement to the President requesting a final review of the decision.
- b. The President, or designee, will review the appeal and may choose to meet with the student, and/or other parties as a part of this review.
- c. The Office of the President will respond in writing within two business weeks of receiving the request for final review.

The Office of the President maintains a log of written complaints, including dates complaints were received and resolved. A record of the written complaint will be compiled upon receipt in a complaint file.

Complaint files must include the original complaint form and any attachments, any other documents submitted by the complainant, and the written response to the complaint. If a response is appealed, the complaint file must also include, the written appeal, any documents submitted by the complainant, and the written response to the appeal. Complaint files are maintained in the Office of the President for three years.

After exhausting each procedural step of the student complaint procedure, complainants not satisfied with the outcome may file a complaint with the appropriate agency:

1. For campus programs, see the Texas Higher Education Coordinating Board complaint website/form at: www.theccb.state.tx.us (search student complaints). Forms must be delivered by email to StudentComplaints@theccb.state.tx or by mail to the Texas Higher Education Coordinating Board, Office of General Counsel, PO Box 12788, Austin, TX 78711-2788.
2. For complaints related to advertising or recruiting practices, review the consumer protection complaint process outlined online at: www.texasattorneygeneral.gov/consumer-protection.
3. For complaints related to accuracy of published admissions, tuition, program, or student outcome information, including student placement rates, disclosures concerning professional licensure or certification, and accreditation information: State Authorization Reciprocity Agreement (SARA) Student Complaint Process and instructions, [Student Complaints | NC-SARA](#)
4. For complaints related to Title IX or other types of discrimination: Office of Civil Rights, U.S. Department of Education, 1999 Bryan St., Suite 2600, Dallas, TX 75201.
5. For complaints related to accreditation standards: President, Southern Association of Colleges and Schools Commission on Colleges, 1866 Southern Lane, Decatur, GA 30033-4097; 404-679-4500; www.sacscoc.org.
6. For complaints related to Title IV Federal Financial Aid: <https://studentaid.gov/feedback-center>
7. For complaints related to the university Educator Preparation Program, see the Texas Education Agency complaint website/form.

This policy and procedure supersede all previous policy and procedure statements on this subject.

AUTHORIZATION:

This policy is consistent with

- SACSCOC *Principles of Accreditation* (2018) Standard 12.4
- SACSCOC, Policy Statement: Complaints against SACSCOC or its Accredited Institutions
- Texas Administrative Code (TAC), Section 1.116(b)

SCOPE: This policy applies to all LCU students and prospective students.

OFFICE RESPONSIBLE FOR THIS POLICY: Office of the President

Related Documents, Policies, and Procedures:

- LCU Student Handbook: Student Complaint Procedure
- LCU Student Right to Know: Complaints
- LCU Catalog: Grade Appeals
- LCU University Complaint Form

Policy History

- Review: Campus Leaders Council, 01/04/2023, external links updated 10/31/2023
- Approvals: Executive Leadership Team (01/04/2023), President (01/04/2023)
- Implemented: Upon publication in LCU Policies and Procedures on the Employee Portal
- Prior revisions: 11/03/2016, 01/04/2023