

Complaint Process

Columbus State University desires to resolve student and consumer grievances, complaints and concerns in an expeditious, fair, and pleasant manner. Complaints regarding any aspect of CSU operations should be filed internally to CSU authorities first and then, if necessary, to external authorities. Contact information for filing complaints is given below.

Step 1:

[Institutional Complaint Form](#)

Students and consumers are encouraged to resolve issues within the University. Allow us to help you.

- **Informal Process:**

The bulk of complaints, something that makes somebody discontented or unhappy in one's particular case, should be resolved with the University itself. This can be done initially by talking and communicating with the individual directly involved. If the issue is not satisfactorily resolved, the next phase will be to contact and communicate with the supervisor, department chair or associate dean to investigate the issue and allegations.

- **Formal Process:**

If unsuccessful or unsatisfactory resolution with the parties involved the student and/or consumer is then encouraged to utilize the form provided on this page to expedite a [formal complaint](#) with the University. Once the form is completed it will be submitted to the Office of the Provost and Vice President of Academic Affairs.

A complaint should be filed during the semester of occurrence but no later than sixty (60) days from the first day of the following academic semester. Generally, once a complaint is received it should be acknowledged within seven (7) business days.

It is expected that students and consumers will fully utilize any/all of the University's administrative procedures to address concerns and/or complaints in as timely a manner as possible. On occasion, however, a student or consumer may believe that these administrative procedures have not adequately addressed concerns identified under the Program Integrity Rule. In such instance, a student or consumer may follow the steps below.

Step 2:

If a student or consumer feels that the issue was not resolved satisfactorily at the highest level of the University, the student or consumer may then file a complaint with the state. The student or consumer is directed by the Program Integrity Issues to file complaint in their state of learning, not their state of residence. For example, if student lives in X state, claims residency in Y state, and is learning in Z state, the student would file a complaint in Z state because that is where the learning takes place.

Step 3:

If the student or consumer is not satisfied with the resolution at the highest level both of the University or the state, the student or consumer is then directed to contact the accreditation agency. This is to be considered a last resort effort. If the student or consumer has not followed the preceding steps he/she will likely be directed to start with Step 1, with the University.

Columbus State University's [Accreditations](#) Home page

Southern Association of Colleges and Schools (SACS) Complaint procedures:

- [Southern Association of Colleges and Schools \(SACSCOC\)](#)
- "Policies & Publications" in the left hand column

- "Complaints Against SACSCOC or its Accredited Institutions Policy Statement"

and / or

University System of Georgia – Choose from the choices that best fits the issue or situation.