

Out-Of-State Student Complaints Policy

Summary

This policy covers CSU's position on out-of-state student grievances.

Purpose

The policy is in place to present CSU's position on out-of-state student grievances.

Policy

Columbus State University takes student and consumer complaints very seriously. CSU works with students and consumers to resolve all complaints in an expeditious, fair, and pleasant manner. The complaint process provides students and consumers a path to discuss academic and non-academic concerns or register formal complaints or grievances. This process can also be used to address alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising, alleged violations of State laws or rules relating to the licensure of post-secondary institutions, complaints relating to the quality of education, or other State or accreditation requirements. Post-secondary institutions participating in federal student financial aid programs are required to maintain formal grievance procedures.

Related USG Policy

N/A

Last Update

2/21/17

Responsible Authority

N/A