

Out-Of-State Student Complaints Procedure

Summary

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

Purpose

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

Procedure

Step 1

Complaints should first be filed internally to the appropriate CSU authority and then, if necessary, to external authorities. Students and consumers are encouraged to resolve issues within the University. Please allow us to help you.

Informal Process: Most complaints can be resolved within the University itself. This can be done initially by engaging in open communication with the individual directly involved. If the issue is not satisfactorily resolved, the next phase will be to contact the supervisor, department chair or associate dean to investigate the issue and allegations.

Formal Process: If the informal process is unsuccessful in reaching a satisfactory resolution, the student/consumer is then encouraged to complete the Institutional Complaint form 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. Once a complaint is received it should be acknowledged within ten (10) business days. It is expected that students/consumers will fully utilize the University's administrative procedures to address concerns and/or complaints in as timely a manner as possible.

Additional Resources:

Complaints and Appeals: Additional information on filing academic/nonacademic complaints, specialized complaints (ADA, Equal Opportunity, FERPA, sexual misconduct), and academic/nonacademic appeals and grievances.

Student Handbook: University policies relating to student rights and responsibilities

including complaint/appeal/grievance guidelines.

If, after completing the processes outlined in this step, the student/consumer believes their concerns were not adequately addressed under the requirements of the U.S. Department of Education Program Integrity Rules, they may follow the steps below.

Step 2

If a student/consumer feels that the issue was not resolved satisfactorily at the highest level of the University, they may then file a complaint with the appropriate state agency.

Students/consumers residing in the State of Georgia may file a complaint with the University System of Georgia.

Students/consumers residing outside of Georgia in a SARA state may file a complaint with the State of Georgia SARA portal agency by contacting the Georgia Nonpublic Postsecondary Education Commission.

Students/consumers residing outside of Georgia in a Non-SARA state (not listed above) may file a complaint with the appropriate consumer protection agency in the state they live in.

Non-SARA State Contact Information by State and Agency

Should a link not work properly please contact us at state_authorization@columbusstate.edu.

Step 3

If the student/consumer is not satisfied with the resolution provided by the University and the state, they may file a complaint with the University accreditation agency. Accrediting agencies will only review issues addressing significant non-compliance with agency standards, policies, or procedures. This is to be considered a last resort effort. If the student/consumer has not followed all of the preceding steps they will be directed by the agency to start with Step 1, at the University.

Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) complaint procedures (PDF)- Inquiries related to topics such as admission policies, financial aid opportunities, program information, etc. should be referred directly to Columbus State University at 706-507-8800, 1-866-264-2035, or www.ColumbusState.edu. Please see the information in Step 1. The Commission is to be contacted only if there is evidence that appears to support the institution's significant non-compliance with a requirement or standard.

Related USG Policy

N/A

Last Update

2/21/17

Responsible Authority

N/A