

**Responsible Official:** President

**Responsible Office:** Office of the President

**Next Review Date:** June 1, 2021

**Website Address:**

<https://myumo.moc.edu/services/ir/Policies/Public%20Policies/AddressingStudentComplaints.pdf>

# ADDRESSING STUDENT COMPLAINTS

## POLICY STATEMENT

It is the policy of the University of Mount Olive that all students, both current and prospective, will be provided with appropriate contact information for on-campus offices and off-campus organizations for the purpose of submitting formal complaints.

## REASON FOR POLICY/PURPOSE

This policy is to comply with (1) the Higher Education Reauthorization Act of 2008 (HEOA), § 668.43(b), which requires that an institution make available to a student or prospective student contact information for filing complaints with its accreditor and with its state approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint, (2) Executive Order 13607 establishing Principles of Excellence for educational institutions serving Service Members, Veterans, Spouses, and other Family Members, which provides a means for reporting experiences leading to misleading or unfair acts or practices by educational institutions serving veterans, service members and their families, and (3) it ensures that the University policies and procedures governing student complaints are well publicized, widely disseminated, provide clear and consistent guidelines for their resolution, are periodically assessed, support the achievement of goals consistent with the University's mission, and conform to commonly accepted practices in higher education, in particular to FR 4.5 (Student Complaints) of the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC).

## OPERATIONAL DEFINITIONS

Formal complaint – for the purpose of this policy, a formal complaint is submitted to an appropriate office in written format, addresses an issue of concern, and requests an opportunity for reconsideration or reconciliation.

## POLICY/PROCEDURES

### CONTACT INFORMATION

Enrolled and prospective students are requested to contact the appropriate University of Mount Olive Responsible Office when making a formal complaint, as displayed in the *Contact Information* table that follows. The University of Mount Olive pledges to answer these complaints timely and completely. Each senior official in each Responsible Office will maintain the logs and files in response to all written, formal complaints. Military students have an additional venue for registering complaints regarding misleading or unfair practices by educational institutions; see *Agencies and Offices to Contact outside of the University of Mount Olive* section of this document.

## UNIVERSITY OF MOUNT OLIVE CONTACT INFORMATION

Specific points of contact may be found by searching our directory for the designated Responsible Office listed below. To search, go to: [www.umo.edu](http://www.umo.edu); Click on Directory.

Complaint Category	Responsible Office:	Additional information can be found at:
Academic issues: Academic Degree (Education) Plans	Academic Affairs	Information available at <a href="http://www.umo.edu">www.umo.edu</a> . Click on MyUMO, Academic, Registrar, then Degree Sheets in left menu; current students click on Academic Progress.
Academic issues: Grade appeals, academic programs, instructional facilities, and faculty	Academic Affairs	Grade appeal procedures are available at <a href="http://www.umo.edu">www.umo.edu</a> . Click on Academics, Academic Catalog, and search for "grade appeals".
Accreditation compliance	Executive Vice President	Accreditation-related Policies and Procedures are available at <a href="http://www.umo.edu">www.umo.edu</a> . Click on MyUMO, then on Institutional Policies in left menu bar.
Admissions/Enrollment	Admissions	Admissions requirements are available at <a href="http://www.umo.edu">www.umo.edu</a> . Click on Admissions.
Athletic issues	Athletics	Student-Athlete Handbook is available at <a href="http://www.umo.edu">www.umo.edu</a> . Click on Athletics, Inside Athletics, Student-Athlete Development. Or <a href="http://www.umotrojans.com">www.umotrojans.com</a> , Inside Athletics, Student-Athlete Development.
Career Development/ Post-Graduation Job Opportunities	Career Development	Information is found at <a href="http://www.umo.edu">www.umo.edu</a> . Click on My UMO, Campus Life, then Career Development.
Computer use and file sharing	Technology Services	Technology Policies and Procedures are available at <a href="http://www.umo.edu">www.umo.edu</a> . Click on MyUMO, then on Institutional Policies in left menu bar.
Student Accessibility Services	Student Accessibility Services	Information is found at <a href="http://www.umo.edu">www.umo.edu</a> . Click on My UMO, Learning Commons tab, then Student Accessibility.
Financial Aid, Net Price Calculator and Student Loans	Financial Aid	Information is available at <a href="http://www.umo.edu">www.umo.edu</a> . Click on Admissions, Traditional or Adult Undergraduate, Financial Aid, and Cost Calculator.
Judicial matters Sexual Harassment Student Conduct	Student Affairs	The Student Handbook is available at <a href="http://myumo.moc.edu">myumo.moc.edu</a> . Click on the Campus Life tab, and then on UMO Handbook on the right side of the page
Recruiting/ Marketing Practices	Enrollment	<a href="#">VP for Enrollment</a>
Student Privacy (FERPA) and Transcript Release	Registrar	Information available at <a href="http://www.umo.edu">www.umo.edu</a> . Click on MyUMO, Academic tab, Registrar, FERPA
Title IX	Human Resources	Contact: <a href="#">Director of Human Resources</a>
Transfer of Credit	Registrar	Information is available at <a href="http://www.umo.edu">www.umo.edu</a> . Click on Academics, Registrar and then Transfer Credit in left menu bar.

Tuition refunds, pricing, and textbook information	Student Accounts	Information is available at <a href="http://www.umo.edu">www.umo.edu</a> . Click on MyUMO, and then the Finances tab.
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## AGENCIES AND OFFICES TO CONTACT OUTSIDE THE UNIVERSITY OF MOUNT OLIVE

- **Accreditation compliance:** The University of Mount Olive is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award the associate, baccalaureate, and masters degrees. Contact the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of the University of Mount Olive.

Individuals may submit complaints to the Southern Association of Colleges and Schools Commission on Colleges, the University's regional accrediting body. In most cases, SACSCOC complaint procedures require that the complainant exhaust all other avenues to address the complaint. Prior to filing a complaint, please carefully review the SACSCOC [Complaint Procedures Policy Statement](#).

The links below provide information on the SACSCOC complaint policy and process.

- Southern Association of Colleges and Schools Commission on Colleges  
1866 Southern Lane  
Decatur, Georgia 30033-4097  
Telephone: 404-679-4500  
<http://www.sacscoc.org>  
[SACSCOC Complaint Procedures](#)
- **Financial aid:** US Department of Education, Title IV: Email [FederalStudentAidCustomerService@ed.gov](mailto:FederalStudentAidCustomerService@ed.gov) or call 1 800 4 FED AID (1 800 433 3243) or 319 337 5665. If you are hearing impaired call the TTY line at 1 800 730 8913.
- **Civil rights:** Washington DC (Metro), Office for Civil Rights, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, D.C. 20202-1475; Telephone: 202-453-6020, FAX: 202-453-6021; TDD: 877-521-2172; Email: [OCR.DC@ed.gov](mailto:OCR.DC@ed.gov)
- **Misleading or unfair acts or practices by educational institutions serving veterans, service members and their families:** (1) SJAFB ETS Officer, Phone: (919)722-5800; if no resolution, then OneSource Postsecondary Education Complaint System [http://www.militaryonesource.mil/education-and-employment/higher-education-for-service-members?content\\_id=287986](http://www.militaryonesource.mil/education-and-employment/higher-education-for-service-members?content_id=287986)
- Consumer Affairs Division of the North Carolina Department of Justice, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001. 877-566-7226. [www.ncdoj.gov/complaint](http://www.ncdoj.gov/complaint)
- Better Business Bureau (BBB) of Eastern North Carolina, 5540 Mumford Road, Ste. 130, Raleigh, NC 27612-2655. 919-277-4222. Email [info@raleigh.bbb.org](mailto:info@raleigh.bbb.org)
- Department of Defense (DoD), 1400 Defense Pentagon, Washington, DC 20301-1400. Phone 713-571-3343
- North Carolina Post-Secondary Education Complaint Site: If you are not satisfied with the outcome of the complaint, you may choose to file a complaint by filling out the [https://www.northcarolina.edu/sites/default/files/student\\_complaint\\_form.pdf](https://www.northcarolina.edu/sites/default/files/student_complaint_form.pdf). Please visit the [State of North Carolina Post-Secondary Education Complaints page](#) for information about this process.
- Out of State Residents: If you live outside the state of North Carolina, you can file a complaint in the state where you reside by using the following state contact information sheet. Click [https://wcet.wiche.edu/sites/default/files/Chart%20-%20Student%20Complaint%20Process%20Links\\_Aug%202017.pdf](https://wcet.wiche.edu/sites/default/files/Chart%20-%20Student%20Complaint%20Process%20Links_Aug%202017.pdf) for this document.

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## COMPLAINT PROCEDURES (TYPICALLY CONDUCTED IN THIS ORDER)

1. Students are encouraged to discuss their complaints directly with the person responsible for the category or office as a first step; see *University of Mount Olive Contact Information* table on preceding page.
2. If the issue is not or cannot be addressed through discussion with the responsible person and if there are no methods prescribed for appeal in the applicable area in University Catalog, Student Handbook, or other official University documents, then the issue should be outlined in writing and submitted to the director of the Responsible Office indicated in the *Contact Information* table.
3. The student will receive written acknowledgment from the Responsible Office contact within five (5) working days of receipt of the written complaint.
4. The complaint will be reviewed and a collaborative effort will be made to resolve the complaint.
5. The student will receive notification of resolution of the complaint, or of the University's position on the complaint, within twenty (20) working days of receipt of the complaint.
6. The student may appeal in writing to the Office of the President if the issue remains unresolved after completion of steps 1 through 5.
7. The student may enlist the assistance of an appropriate agency outside of the University if the issue remains unresolved after completing step 6; see section *Agencies And Offices To Contact Outside The University Of Mount Olive* above.

## CONTACTS

The editorial content of this policy is maintained by the Office of the President, Poole Administration Building, University of Mount Olive, 634 Henderson Street, Mount Olive, NC 28365. (919) 658-2502.

## APPROVED BY

Executive Council

Board of Trustees

## APPENDICES (INCLUDING ANY FORMS/INSTRUCTIONS)

## HISTORY/REVISION DATES

Original adoption date(s): July 9, 2012

Last Amended date: 2/7/2017; added additional agency contacts and information

End Date for Policy (if applicable): NA

## RELATED COMPLIANCE STANDARDS/EXTERNAL POLICY DOCUMENTS:

SACSCOC FR 4.5 (Student Complaints)

SACSCOC CS 3.13.3 (Policy Compliance) and related document "Complaint Procedures against the Commission or its Accredited Institutions"

SACSCOC "Distance and Correspondence Education"

SACSCOC "Developing Policies and Procedures Documents"

Executive Order 13607 (signed April 27, 2012) establishing Principles of Excellence for educational institutions serving Service Members, Veterans, Spouses, and other Family Members; 77 FR 25861, May 2, 2012