

## **Student Complaint Process**

In compliance with state regulations and by rules promulgated by the U.S. Department of Education, The University of North Carolina is committed to a student complaint process that is fair, timely, and effective. This policy establishes a process by which students can initiate complaints against a post-secondary institution offering programs in the state of North Carolina when all other forums at the institutional level have been exhausted. The University of North Carolina General Administration, acting as the clearinghouse for complaints concerning post-secondary institutions that have been duly authorized to operate within the State of North Carolina, will act upon those complaints within its purview and forward those that are not to the appropriate agency.

### **Complaints Against UNC Constituent Institutions**

The North Carolina General Assembly established the University of North Carolina Board of Governors as the body responsible for the oversight of the University of North Carolina, its constituent institutions and other post-secondary institutions licensed within the state of North Carolina.

The Board of Governors has formal and informal involvement with, and control over, the complaints and appeals that arise at its constituent institutions. In addition to direct involvement, the Board of Governors has also delegated authority to the constituent institutions and President to receive complaints and act on them accordingly.

Student complaints are routinely resolved at the institutional level. If there is no specific policy to appeal to the University of North Carolina Board of Governors, the President's staff at UNC General Administration maintains an open student complaint process "to review and appropriately act on complaints concerning the institution". Students from all constituent institutions may utilize the application form provided by the UNC General Administration Office of Post-Secondary Education Complaints to submit these complaints.

### **Complaints against Licensed Institutions, 36 Privates and Community Colleges**

Complaints received against post-secondary institutions licensed within the state of North Carolina, state community colleges, and the 36 privately held institutions will be forwarded to the appropriate agency for action. Students may utilize the application form provided by the UNC General Administration Office of Post-Secondary Education Complaints to submit these complaints for processing.

## **Student Compliant Process**

- Step 1. Have you filed a complaint at your institution? If yes, proceed to the next step. If no, please refer back your institution's grievance process. You must exhaust all opportunities for resolution with the appropriate persons at your institution before filing a complaint with the University of North Carolina General Administration.
  
- Step 2. Using the student complaint form provided here [insert link to complaint form], submit all relevant information and supporting documentation regarding your complaint to the University of North Carolina General Administration 910 Raleigh Rd, Chapel Hill, NC 27515 or email to [studentcomplaint@northcarolina.edu](mailto:studentcomplaint@northcarolina.edu).
  
- Step 3. Once received by the UNC General Administration office, complaints will be forwarded to the appropriate area for action:
  - a. Complaints against any of the 17 constituent institutions will be forwarded to the Office of Student Affairs at UNC General Administration.
  - b. Complaints against any of the 58 community colleges will be forwarded to the North Carolina Community College System.
  - c. Complaints against any of the 36 privately held institutions will be forwarded to North Carolina Independent Colleges and Universities.
  - d. Complaints against any licensed institution will be forwarded to the Licensure Division of UNC General Administration.
  - e. Complaints against out-of-state institutions duly authorized to operate within the state of North Carolina will be forwarded to the Licensure Division of UNC General Administration.
  
- Step 4. Student will be notified of resolution.