

## **Student Complaint Process**

In compliance with state regulations and the rules promulgated by the U.S. Department of Education, the Board of Governors is committed to implementing 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 System Office, serving as the clearinghouse for complaints concerning post-secondary institutions that are authorized to operate in North Carolina, will act upon those complaints within its purview and forward all other complaints 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 to operate in 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 to the President of the University of North Carolina to receive complaints and to 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 System Office 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 System Office of Post-Secondary Education Complaints to submit these complaints.

### **Complaints against Licensed Institutions, Independent Colleges and Universities, and State Community Colleges**

Complaints received against post-secondary institutions licensed in the state of North Carolina, state community colleges, and the 36 statutorily-recognized independent colleges and universities will be forwarded to the appropriate agency for action. Students should utilize the web portal provided by the UNC System Office Office of Post-Secondary Education Complaints to submit these complaints for processing.

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- Step 1. Have you filed a complaint at your institution? If yes, proceed to the next step. If no, please refer to your institution's student complaint process. You must exhaust all opportunities for resolution with the appropriate persons at your institution before filing a complaint with the Office of Post-Secondary Education Complaints.
  
- Step 2. Using the [student complaint web portal](#), submit all relevant information and supporting documentation regarding your complaint. Or you may mail your complaint to the North Carolina Office of Post- Secondary Education Complaints, C/o Student Complaints, PO Box 2688, Chapel Hill, NC 27514
  
- Step 3. Once received by the Office of Post-Secondary Education Complaints, complaints will be forwarded to the appropriate staff or agency for investigation as follows:
  - a. Complaints against any of the 17 UNC constituent institutions will be forwarded to the Office Student Affairs at the UNC System Office.
  - b. Complaints against any of the 58 state community colleges will be forwarded to the North Carolina Community College System.
  - c. Complaints against any independent colleges and universities exempt from the Board of Governor's licensure requirements will be forwarded to the North Carolina Department of Justice.
  - d. Complaints against any non-public or out-of-state institutions licensed by the Board of Governors will be forwarded to the Licensure Division at the UNC System Office.  
  
Complaints against out-of-state institutions authorized to operate in the state of North Carolina will be forwarded to the Licensure Division at the UNC System Office.
  
- Step 4. Students will be notified of the investigation results and/or resolution of the complaint.