

## Procedure 3.2404

### Student Complaints About Accreditation Procedure

Students with complaints about non-compliance with the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) accreditation standards, policies or procedures may make an inquiry regarding complaint procedures or about issues and concerns that could be considered complaints; however, the Commission's response and its obligations to meet the specific timetables outlined in the procedures will begin only after the complainant submits a formal written complaint. A formal complaint is one that is:

- (1) submitted in writing using the SACSCOC ["Complaint Form"](#)
- (2) signed by the person submitting the complaint (complainant),
- (3) two print copies of the form and any supporting documentation, and
- (4) sent via ground mail to:

President

Southern Association of Colleges and Schools Commission on Colleges

1866 Southern Lane

Decatur, GA 30033-4097

SACSCOC will not consider the following to be formal, written complaints: (a) complaints that are not in writing, (b) anonymous complaints, (c) complaints submitted electronically, (d) complaints submitted through facsimile transmission, (e) complaints submitted on behalf of another individual, or (f) complaints forwarded to SACSCOC. In addition, SACSCOC does not accept voice recordings, such as recordings of meetings and conversations, as evidence in support of a complainant's allegations. To submit information from voice recordings, the complainant should have the tape transcribed, provide a signature page for the complainant to attest to the accuracy of the transcription, and have the signature page notarized. If a complainant has a demonstrated disability that prevents submission of a formal complaint in accordance with the guidelines above, he or she should contact the SACSCOC Public Relations and Data Specialist for assistance.

Normal inquiries about Beaufort County Community College, such as admission requirements, financial aid, educational programs, etc., should be addressed directly to Beaufort County Community College and not to the Southern Association of Colleges and Schools Commission on Colleges.

## Procedure

### References

**Legal References:** *Enter legal references here*

**SACSCOC References:** *Enter SACSCOC references here*

**Cross References:**

- [Student Rights and Due Process Policy](#)
- [Grievance Procedures for Students with Disabilities Procedure](#)
- [Grade Appeal Procedure](#)
- [Student Incident Procedure](#)
- [Student Complaints About Accreditation Procedure](#)
- [Student Complaints Concerning the College Procedure](#)
- [Ban Procedure](#)
- [Distance Education / Online Student Complaint Procedure](#)

### History

**Leadership Council Review/Approval Dates:**

**Senior Staff Review/Approval Dates:** 8/3/2015, 02/09/2023

**Board of Trustees Review/Approval Dates:** *Enter date(s) here*

**Implementation Dates:** *Enter date(s) here*