

Student Complaint and Grievance Policy and Procedure

College Procedure

Chattanooga College is dedicated to addressing all student concerns in a fair, respectful, and timely manner. This policy outlines the procedure for handling complaints related to any aspect of a student's experience, such as financial matters, advising, scheduling, grading, or other areas.

Informal Complaint:

An Informal complaint is an informal allegation, concern, or expression of dissatisfaction regarding a service, policy, procedure, behavior, or outcome. An informal complaint is made verbally or via email to the College employee responsible for the area of concern or to their immediate supervisor. If an informal complaint cannot be resolved through these channels, a Formal Complaint may be filed.

Formal Complaint:

A Formal Complaint is a written allegation submitted on the Formal Complaint Form that one has been harmed by being treated arbitrarily, unfairly, or in ways which violate established laws, rules, policies, or procedures. The formal complaint is submitted to the respective campus's Dean of Academic and Student Services or Dean of Academics (Online). Further directions are found on the [form](https://chattanoogacollege.edu/wp-content/uploads/2024/10/CC-student-complaint-form.pdf) (<https://chattanoogacollege.edu/wp-content/uploads/2024/10/CC-student-complaint-form.pdf>.) The Dean of Academic and Student Services will involve all necessary parties to resolve the grievance. All grievances will be addressed within 10 business days of submission. This process applies to all types of formal complaints, including those from members of the public.

Grievance:

A grievance is a formal allegation of discrimination specifically involving one's disability or sex. Concerns regarding discrimination based on race, national or ethnic origin, religion, age, or any other forms of discrimination not including disability or sex should be reported using the Formal Complaint process described above.

- **ADA (Section 504) Grievance** - A student, employee, or member of the public who believes s/he has been subjected to discrimination due to a disability should file a grievance with the respective campus's Dean of Academic and Student Services.

- **Title IX (sexual harassment, discrimination, or abuse) Grievance**
- A student, employee, or member of the public who believes s/he has been subjected to discrimination due to sex should notify the respective campus's Title IX Coordinator or Deputy Coordinator.

Notification of Resolution:

Once a formal complaint or grievance has been submitted, Chattanooga College will take action to investigate and resolve the issue. A written notification of the resolution will be sent to the complainant within 10 business days from the date of submission. This notification will include the outcome of the investigation and any next steps or appeal options available to the complainant.

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission.

STUDENT COMPLAINT PROCEDURE

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212

www.accsc.org | complaints@accsc.org
A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting complaints@accsc.org or at <https://www.accsc.org/Student-Corner/Complaints.aspx>.

Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 and Rule Chapters 1520-01-10 and 1520-01-02 may file a complaint with the Tennessee Higher Education Commission (THEC), Division of Postsecondary State Authorization. THEC only investigates complaints that have exhausted an institution's policy and that have not been resolved at the institution level. If you have any questions regarding the complaint process, you may contact Julie Woodruff at Julie.Woodruff@tn.gov or (615) 253-8857. [Request for Complaint Review](#)

Tennessee Higher Education Commission
312 Rosa L Parks Ave 9th Floor
Nashville, TN 37243

Online Student Compliant Procedure:

Complaint Resolution Policies and Procedures for Non-Tennessee Resident Students in [State Authorization Reciprocity Agreement States](#), commonly known as SARA.

Student complaints relating to consumer protection laws that involve distance learning education offered under the terms and conditions of the State Authorization Reciprocity Agreement (SARA), must first be filed with the institution to seek resolution.

Complainants not satisfied with the outcome of the Institution's internal process may appeal, within two years of the incident about which the complaint is made, to the Tennessee Higher Education Commission

(<https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html>).

For purposes of this process, a complaint shall be defined as a formal assertion in writing that the terms of SARA or the laws, standards or regulations incorporated by the SARA Policies and Standards (<https://nc-sara.org/resources/guides>) have been violated by the institution operating under the terms of SARA.

For a list of SARA member States, please visit the NC-SARA website (<https://nc-sara.org/directory>). Students residing in non-SARA states should consult their respective State of residence for further instruction for filing a complaint