

COMPLIANCE WITH STATE AUTHORIZATION REGULATIONS UNDER TITLE IV OF THE HIGHER EDUCATION ACT OF 1965, AS AMENDED

STUDENT COMPLAINT PROCESS

BACKGROUND: On July 1, 2011, new minimum requirements went into effect concerning State oversight and approvals for postsecondary institutions in order to be eligible to participate in Title IV programs. (34 CFR 600.9) An institution in compliance with federal regulations must be legally authorized by a State to provide a postsecondary education program, and the State must have a process to review and act upon student complaints about the institution. Contact information for the resolution of student complaints for Alabama’s public two-year and four-year institutions as well as Alabama’s private institutions follow.

ALABAMA’S PUBLIC SENIOR INSTITUTIONS OF HIGHER EDUCATION

Authority and oversight of Alabama’s public institutions of higher education is vested in Boards of Trustees as referenced in the Alabama Constitution and legislative acts as cited in the Code of Alabama of 1975.¹ The following list provides links to information about student complaint policies for Alabama’s public four-year institutions:

Alabama A&M University Student Complaints - Alabama A&M University	Alabama State University Student Handbook Alabama State University (alasu.edu)
Auburn University Complaints & Appeals – Student Affairs (auburn.edu)	Auburn University at Montgomery Complaint Procedures at AUM – AUM

¹ *The Alabama Commission on Higher Education is the coordinating board for higher education in this state. The Commission exercises no governing and limited regulatory authority over Alabama’s public institutions. Ala. Code §16-5-1 et seq. (1975)*

<p>Jacksonville State University</p> <p>JSU Student Affairs Student Complaints</p>	<p>Troy University</p> <p>Student Complaints Troy University</p>
<p>The University of Alabama</p> <p>Complaints and Appeals - Division of Student Life (ua.edu)</p>	<p>University of Alabama at Birmingham</p> <p>Complaint Policy - Students - One Stop Student Services UAB</p>
<p>University of Alabama in Huntsville</p> <p>UAH - Charger 360</p>	<p>University of Montevallo</p> <p>Student Complaints - The University of Montevallo</p>
<p>University of North Alabama</p> <p>Student Complaint Form University of North Alabama (una.edu)</p>	<p>University of South Alabama</p> <p>Student Policies and Complaints (southalabama.edu)</p>
<p>University of West Alabama</p> <p>Grievances - University of West Alabama - Acalog ACMS™ (uwa.edu)</p>	<p>Athens State University</p> <p>Student-Grievance-Procedure.pdf (athensstate.net)</p>

ALABAMA'S PUBLIC TWO-YEAR INSTITUTIONS OF HIGHER EDUCATION

In 2015, the Alabama Legislature vested oversight of the state's public two-year institutions of higher education (known as the Alabama Community College System (ACCS)) with the Alabama Community College System Board of Trustees. The Alabama Legislature further directed the Board of Trustees to delegate to the System's Chancellor the authority to act and make decisions concerning the management and operation of the community and technical colleges. The Chancellor is assisted in these duties by the staff of the System Office, formerly known as the Alabama Department of Postsecondary Education. Consumer and student complaints that are not resolved at the institutional level are thus arbitrated at the state level by the ACCS System Office.

The ACCS is committed to respecting and supporting the work of its member institutions and to providing a quality educational experience for all students. The objective of the student complaint process is to ensure that the concerns and complaints of students are addressed fairly and are resolved promptly. The Alabama Community College System requires each institution to establish its own procedures to address student grievances and complaints. A student must exhaust his/her rights under the institution's official complaint/grievance policy before advancing any complaint to the System Office of Alabama Community College System. Students may file consumer/student complaints with the Alabama Community College System by following these procedures:

- a) If, after exhausting all available institutional processes, a student's complaint remains unresolved, the student may appeal to the Alabama Community College System using the System's official [Student-Complaint-Form-FINAL.pdf \(accs.edu\)](#), which is contained in this document and also available online at the ACCS website ([ACCS | Real. Life. Education.](#)). Students may submit completed complaint forms by printing the form, signing it, and then either (1) scanning it and e-mailing it to complaints@accs.edu or (2) mailing it to:

Alabama Community College System
Attention: Office of the Vice Chancellor for Instructional and Student Services
P.O. Box 302130
Montgomery, AL 36130-2130

- b) The Vice Chancellor for Instructional and Student Services or an appropriate administrator designated by the Vice Chancellor will investigate the complaint within 30 days of receipt.
- c) The institution which is the subject of complaint has 30 days to provide a written response to questions and/or concerns raised during the investigation. Such response may or may not contain a resolution.
- d) The Vice Chancellor or designated administrator will adjudicate the matter and write a report or letter to the institution and student detailing corrective action, if any is necessary, or stating that the school has no violation of policies.
- e) If corrective action is needed the institution will have 30 days to comply or develop a plan to comply with the corrective action.
- f) The System Office will monitor the institution's compliance to ensure the completion of any required corrective action.

ALABAMA'S PRIVATE INSTITUTIONS OF HIGHER EDUCATION

All private (non-public) institutions of higher education are subject to the Alabama Private School License Law, enacted in 1971 and amended by the Alabama Legislature on several occasions. Alabama's private institutions of higher education may be nonprofit or for profit. This law is administered by the Division of Licensure of the Alabama Community College System: [Private School Licensure - Alabama Community College System \(accs.edu\)](#). Contact information for student complaints:

Private School Licensure Division
Alabama Community College system
P. O. Box 302130
Montgomery, Alabama 36104
334-293-4653
Tivoli.Nash@accs.edu

PRIVATE INSTITUTIONS CHARTERED BY THE LEGISLATURE

The following private, nonprofit institutions have been chartered by the Alabama Legislature and operate under the governance of Boards of Trustees (Directors). A link for each of these institutions is listed below:

Birmingham-Southern College
www.bsc.edu

Faulkner University
www.faulkner.edu

Huntingdon College
www.huntingdon.edu

Miles College
www.miles.edu

Samford University
www.samford.edu

Selma University
[HOME | Selma University](#)

Spring Hill College
www.shc.edu

Stillman College
www.stillman.edu

Talladega College
www.talladega.edu

Tuskegee University
www.tuskegee.edu

University of Mobile
www.umobile.edu