

OUR LADY OF THE LAKE UNIVERSITY

PUBLIC COMPLAINT POLICY

1.0 PURPOSE AND SCOPE

The public can provide valuable information to the university about its compliance with accreditation standards set forth by the Southern Association of Colleges and Schools and Commission on Colleges (SACSCOC). Therefore, the university receives and carefully reviews complaints from the public regarding alleged non-compliance with SACSCOC Principles of Accreditation, Core Requirements, or policies and procedures.

If a complaint cannot be resolved through communication with the division or unit directly involved, a formal written complaint can be sent to the President of the University. The President will respond to the complainant with a statement of the University's final determination regarding the allegation.

1.1 PROCEDURE

A formal complaint is a written, signed statement submitted to the Office of the President. A complaint may not be made on behalf of another individual. A complaint sent electronically or through facsimile transmission will not be considered valid.

The statement describes the complaint and notes the SACSCOC principles, requirements, policies, or procedures that are alleged to have been violated. The statement must include a concise description of relevant facts that document and support the allegation. The statement must disclose the internal channels that the complainant has pursued and also any legal action that is being or has been taken.

The President will acknowledge receipt of the complaint in writing within 10 business days of its receipt.

Within 30 business days of receiving the complaint, the President will determine the response of the university and communicate in writing to the complainant what action, if any, will be taken. The President's determination is final.

SACSCOC has published its policy for receiving formal complaints against accredited institutions. The policy and complaint form are available on the website of the Commission on Colleges at www.sacscoc.org.