

GRIEVANCE PROCEDURE

Regarding faculty, staff, or institution policies for internal review.

The Office of the Academic Dean acts as an intermediary to help students and faculty resolve disputes, problems, grievances, disagreements, and exceptions to College policies.

Before contacting the Dean, the student should first speak with the professor or individual and make every effort to find a resolution.

Should those efforts fail and within 30 days from the dispute the student should contact the Office of the Academic Dean and give all related documents and information to the Office of the Academic Dean.

The persons involved will be interviewed and the situation assessed, and a determination will be forthcoming.

The Office of the Academic Dean is the final authority in these matters.

Student Complaints: The State Authorization Unit of the University of North Carolina System Office serves as the official state entity to receive complaints concerning post-secondary institutions that are authorized to operate in North Carolina. If students are unable to resolve a complaint through the institution's grievance procedures, they can review the Student Complaint Policy (PDF) and submit their complaint using the online complaint form at <https://studentcomplaints.northcarolina.edu/form>.

For more information contact:

North Carolina Post-Secondary Education Complaints
223 S. West Street, Suite 1800
Raleigh, NC 27603
(919) 962-4550

To file a complaint with the Consumer Protection Division of the North Carolina Department of Justice, please visit The State Attorney General's web page at: <http://www.ncdoj.gov/complaint>. North Carolina residents may call (877) 566-7226. Outside of North Carolina, please call (919) 716-6000. En Espanol (919) 716-0058. If you choose to mail a complaint, please use the following address:

Consumer Protection Division
Attorney General's Office
Mail Service Center 9001
Raleigh, NC 27699-9001