Responsible Official: President

Responsible Office: Office of the President

Next Review Date: June 1, 2029

ADDRESSING STUDENT COMPLAINTS

POLICY STATEMENT

It is the policy of the University of Mount Olive that all students, both current and prospective, will be provided with appropriate contact information for on-campus offices and off-campus organizations for the purpose of submitting formal complaints.

REASON FOR POLICY/PURPOSE

This policy is to comply with (1) the Higher Education Reauthorization Act of 2008 (HEOA), § 668.43(b), which requires that an institution make available to a student or prospective student contact information for filing complaints with its accreditor and with its state approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint, (2) Executive Order 13607 establishing Principles of Excellence for educational institutions serving Service Members, Veterans, Spouses, and other Family Members, which provides a means for reporting experiences leading to misleading or unfair acts or practices by educational institutions serving veterans, service members and their families, and (3) it ensures that the University policies and procedures governing student complaints are well publicized, widely disseminated, provide clear and consistent guidelines for their resolution, are periodically assessed, support the achievement of goals consistent with the University's mission, and conform to commonly accepted practices in higher education, in particular to Standard 12.4 (Student Complaints) of the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC).

OPERATIONAL DEFINITIONS

Formal complaint – for the purpose of this policy, a formal complaint is submitted to an appropriate office in written format, addresses an issue of concern, and requests an opportunity for reconsideration or reconciliation.

POLICY/PROCEDURES

CONTACT INFORMATION

Enrolled and prospective students are requested to contact the appropriate University of Mount Olive Responsible Office when making a formal complaint, as displayed in the *Contact Information* table that follows. The University of Mount Olive pledges to answer these complaints timely and completely. Each senior official in each Responsible Office will maintain the logs and files in response to all written, formal complaints. Military students have an additional venue for registering complaints regarding misleading or unfair practices by educational institutions; see *Agencies and Offices to Contact outside of the University of Mount Olive* section of this document.

UNIVERSITY OF MOUNT OLIVE CONTACT INFORMATION

Unless otherwise specified below, points of contact may be found by searching our directory for the designated Responsible Office listed below. To search, go to: www.umo.edu; scroll to page footer; click on Faculty and Staff Directory; choose the Department that matches the Responsible Office field for each Complaint Category below.

Complaint Category	Responsible Office:
Academic issues: Academic degree (education) plans, academic programs, instructional facilities, and faculty	Academic Affairs
Academic issues: Academic integrity appeals	Follow the complaint process as outlined in the appropriate academic catalog. Look for Procedure for Academic Integrity Violation Appeals under Academic Policies and Procedures in the Table of Contents
Academic issues: Non-Academic Integrity Grade Appeals	Follow the complaint process as outlined in the appropriate academic catalog. Look for Procedure for Non-Academic Integrity Violation Appeals under Academic Policies and Procedures in the Table of Contents
Accreditation compliance	Executive Vice President
Admissions/Enrollment	Enrollment Services
Athletic issues	Athletics
Career Development/ Post-Graduation Job Opportunities	Academic Affairs
Computer use and file sharing	Technology Services & Support
Student Accessibility Services	Learning Commons Student Accessibility Manager
Financial Aid, Net Price Calculator and Student Loans	Financial Aid
Judicial matters Sexual Harassment Student Conduct	Student Affairs
Recruiting/ Marketing Practices	Enrollment Services
Student Privacy (FERPA) and Transcript Release	Registrar
Title IX	Human Resources
Transfer of Credit	Registrar
Tuition refunds, pricing, and textbook information	Student Accounts

AGENCIES AND OFFICES TO CONTACT OUTSIDE THE UNIVERSITY OF MOUNT OLIVE

- Accreditation compliance: The University of Mount Olive is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award the associate, baccalaureate, and master degrees. Contact the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of the University of Mount Olive.

  Individuals may submit complaints to the Southern Association of Colleges and Schools Commission on Colleges, the University's regional accrediting body. In most cases, SACSCOC complaint procedures require that the complainant exhaust all other avenues to address the complaint. Prior to filing a complaint, please carefully review the SACSCOC Complaint Procedures Policy Statement.

  The links below provide information on the SACSCOC complaint policy and process.

- Southern Association of Colleges and Schools Commission on Colleges
  1866 Southern Lane
  Decatur, Georgia 30033-4097
  Telephone: 404-679-4500
  https://sacscoc.org/about-sacscoc/faqs/ Scroll down to Complaints, How can I file a complaint against an institution accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)
  SACSCOC Complaint Procedures , page 3
  https://sacscoc.org/app/uploads/2020/01/ComplaintPolicy-1.pdf, page 8 of 10 (numbered as pages i through iii)
- Financial aid: US Department of Education, Title IV: Email FederalStudentAidCustomerService@ed.gov or call 1 800 4 FED AID (1 800 433 3243) or 319 337 5665. If you are hearing impaired call the TTY line at 1 800 730 8913.
- Civil rights: Washington DC (Metro), Office for Civil Rights, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, D.C. 20202-1475; Telephone: 202-453-6020, FAX: 202-453-6021; TDD: 877-521-2172; Email: OCR.DC@ed.gov
- Misleading or unfair acts or practices by educational institutions serving veterans, service members and their families: (1) SJAFB ETS Officer, Phone: (919)722-5800; if no resolution, then OneSource Postsecondary Education Complaint System https://www.militaryonesource.mil/education-employment/for-service-members/choosing-a-college/postsecondary-education-complaint-system
- Consumer Affairs Division of the North Carolina Department of Justice, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001. 877-566-7226. https://ncdoj.gov/file-a-complaint/
- Better Business Bureau (BBB) of Eastern North Carolina, 5540 Mumford Road, Ste. 130, Raleigh, NC 27612-2655. 919-277-4222. Email info@raleigh.bbb.org
- Department of Defense (DoD), 1400 Defense Pentagon, Washington, DC 20301-1400. Phone 713-571-3343
- North Carolina Post-Secondary Education Complaint Site: https://www.northcarolina.edu/post-secondary-education-complaints/
- Out-of-State Residents: If you live outside the state of North Carolina, you can file a complaint in the state where you reside by using the following state contact information sheet. If you wish to contact the state portal entity for your home state, contact information for state portal directors in each state can be found on the NC-SARA website.
- SARA North Carolina: Students can review the complaint process and file a complaint at SARA North Carolina.; SARA North Carolina, P.O. Box 41349, Raleigh, NC 27629

COMPLAINT PROCEDURES (TYPICALLY CONDUCTED IN THIS ORDER)

1. Students are encouraged to discuss their complaints directly with the person responsible for the category or office as a first step; see *University of Mount Olive Contact Information* table on preceding page.
2. If the issue is not or cannot be addressed through discussion with the responsible person and if there are no methods prescribed for appeal in the applicable area in University Catalog, Student Handbook, or other official University documents, then the issue should be outlined in writing and submitted to the director of the Responsible Office indicated in the *Contact Information* table.
3. The student will receive written acknowledgment from the Responsible Office contact within five (5) working days of receipt of the written complaint.
4. The complaint will be reviewed and a collaborative effort will be made to resolve the complaint.
5. The student will receive notification of resolution of the complaint, or of the University's position on the complaint, within twenty (20) working days of receipt of the complaint.
6. The student may appeal in writing to the Office of the President if the issue remains unresolved after completion of steps 1 through 5.
7. The student may enlist the assistance of an appropriate agency outside of the University if the issue remains unresolved after completing step 6; see section *Agencies And Offices To Contact Outside the University Of Mount Olive* above.

CONTACTS

The editorial content of this policy is maintained by the Office of the President, Poole Administration Building, University of Mount Olive, 634 Henderson Street, Mount Olive, NC 28365. (919) 658-2502.

APPROVED BY

Executive Council

Board of Trustees

APPENDICES (INCLUDING ANY FORMS/INSTRUCTIONS)

HISTORY/REVISION DATES

Original adoption date(s): July 9, 2012

Last Amended date: 08/08/2024; updated contacts and information;

07/08/2026 – no changes; 7/15/2026 – Added SARA North Carolina

Information; End Date for Policy (if applicable): NA

RELATED COMPLIANCE STANDARDS/EXTERNAL POLICY DOCUMENTS:

SACSCOC Std 12.4 (Student Complaints) and related document "Complaint Procedures against the Commission or its Accredited Institutions"

NCSARA "Updated 21st Century Distance Education Guidelines"

Executive Order 13607 (signed April 27, 2012) establishing Principles of Excellence for educational institutions serving Service Members, Veterans, Spouses, and other Family Members; 77 FR 25861, May 2, 2012