

The University of South Alabama has written policies and procedures governing student complaints. The following information details internal procedures for filing different types of complaints. Students are encouraged to follow these procedures. In the event that a student complaint cannot be resolved internally, contact information is provided for the Alabama Commission on Higher Education and the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC).

If a student has a complaint, they must provide a written description of the complaint, including the date and time of the event, the person or group with whom the student has the complaint, and the names of any witnesses. The written complaint must be submitted to the Office of the Dean of Students within 30 days of the event. Complaints about academic matters also may be submitted to the deans and department chairs.

The Dean of Students or his designee will then meet with the grievant to review the complaint, after which the Dean of Students will determine if the complaint can be handled by the office or referred to the other university officials. Examples of grievances that will be referred to other officials include academic and non-

officer as described above or to the Dean of Students. Again, please refer to the procedures outlined in

cited in the Code of Alabama of 1975. Complaints to the University of South Alabama Board of