

## Program Integrity Complaint Process for Southern Crescent Technical College

Southern Crescent Technical College (SCTC) desires to resolve student grievances, complaints, and concerns in an expeditious, fair, and amicable manner. Here are several methods of resolving certain issues:

- 1) **FIRST, SEEK RESOLUTION WITH THE INDIVIDUAL/DEPARTMENT:** Contact the person, employee, or department involved in the disagreement. For example, an issue with the admittance should be directed to Admissions or an issue with a class should be directed to your instructor or program director. Department and employee contacts can be found at the following link: <https://directory.sctech.edu/>
- 2) **THEN, SEEK ASSISTANCE WITH THE COMPLAINT:** If you are unable to obtain contact or a resolution locally, then go to <https://www.sctech.edu/student-complaints/>. At Student Grievance and Complaints on the college website, you can submit a general Grievance, a Student Code of Conduct Complaint, or a Discrimination concern. The definitions and process for each type complaint is listed for guidance.
- 3) **GRADE APPEAL:** The process for a grade appeal or academic appeal is as follows: <https://www.sctech.edu/request-to-appeal/>
- 4) **SATISFACTORY ACADEMIC PROGRESS APPEAL (SAP):** The process for a Financial Aid SAP Appeal is as follows: <https://www.sctech.edu/wp-content/uploads/SATISFACTORY-ACADEMIC-PROGRESS-REQUIREMENTS-FOR-FINANCIAL-AID.pdf>
- 5) **REPORT ACCIDENT OR INCIDENT:** If you need to report an accident, crime or property/vehicle damage, go to: <https://www.sctech.edu/campus-police/non-emergency-reporting/>
- 6) **CONCERN RELATED TO HARM TO SELF AND/OR HARM TO OTHERS:** If you have a concern about the safety or well-being of yourself or someone else in the SCTC Community, go to: <https://www.sctech.edu/campus-police/> and complete a concerning behavior form.

If a resolution is not reached at the institution level, or if you believe that the nature of the complaint or its impact on the system as a whole warrants immediate review by the Technical College System of Georgia (TCSG) administration, please submit a TCSG Program Integrity Complaint Form at: <https://www.tcsg.edu/about-tcsg/system-office-services/office-of-technical-education/program-integrity-complaint-form/>

Students residing outside of the State of Georgia who are taking an online course may appeal to the Georgia Nonpublic Postsecondary Education Commission (GNPEC) at <https://gnpec.georgia.gov/student-resources/complaints-against-institution/gnpec-complaint-rules> if the institution's and TCSG's resolution is not satisfactory; however, please note that the Commission will not investigate a complaint unless the student has exhausted all available grievance procedures outlined by the institution. GNPEC does not resolve complaints about student grades and student conduct violations. These complaints fall under the jurisdiction of the institutional policy.