

Student Care is a team of campus professionals who respond to reports of concern regarding the academic progress and well-being of students. We proactively respond to concerns about any disruption to a safe and productive living and learning community. We reach out to students quickly and make sure they connect with the resources useful in their situation. We address issues including (but not limited to) situations of self-harm, family difficulties, stress management, mental health concerns, academic performance problems, addictions, Title IX issues, [Clery Act](#) related issues and/or issues of academic integrity.

Student Complaint Resolution

Program Integrity

- Title 34.B.VI.668.D.§668.43 of the Federal Program Integrity rules also require institutions to provide “...its students or its prospective students with 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”.

Higher Education Opportunities Act of 2008

- To comply with the Higher Education Opportunities Act of 2008, institutions offering education must provide enrolled and prospective students with contact information for filing complaints with its accrediting agency and with the appropriate state agency for handling complaints in the student’s state.

Accrediting Agency

- Additionally, Belhaven University's accrediting agency Southern Association of Colleges and Schools Commission on Colleges who accredits Belhaven to award baccalaureate, masters, specialist, and doctorate degrees requires Belhaven to track complaints, respond in a timely manner and offer a digital means of responding to complaints.
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COMPLAINT RESOLUTION

Belhaven University desires to resolve student complaints, grievances, and concerns in an expeditious, fair and amicable manner.

Generally, a student can file a complaint by submitting a written complaint to the Dean of Student Care; Dean of Students, Campus Dean or other proper university official as described in the student catalog/handbook within 30 days of course completion.

Additionally, student may appeal the final institutional decision to the proper entity:

- File a Complaint with the Southern Association of Colleges and Schools Commission on Colleges [SACS COC Student Complaint Policy](#)
- File a Complaint with our SARA Portal Agent (for those students who are taking online courses and reside outside of Mississippi in a SARA state)
- For a list of SARA states, see the [SARA States and Institutions page](#)
- File a Complaint with your state agent (if you are taking online courses, do not reside in the state of Mississippi and do not reside in a SARA state) by referring to the [list of State Agencies](#) on the U.S. Department of Education website.

COMPLAINT TO ACCREDITING OR AUTHORIZING AGENCY

State Authorizing Agency

A complaint can be filed with one of our state authorizing agencies when there is evidence of the of the following:

- conduct or behavior on the part Belhaven University or any of its agents, representatives or employees that constitute dishonest or fraudulent behavior, including providing false or misleading information to a student
- the operation of programs (including distance education) contrary to practices expected by institutional and/or programmatic/specialized accreditors

[Belhaven University has a number of programs that are accredited by professional, discipline-specific accrediting bodies. Contact the Office of the Provost for additional information on program accreditation.]

Students studying in the State of Mississippi–Please review the [MCAA Student Complaint Process](#).
The MCAA contact information is below

Menia Dykes
3825 Ridgewood Road
Jackson, MS 39211–6453
Telephone: 601.432.6372
Fax: 601.432.6225
mdykes@mississippi.edu

Students studying in the State of Georgia– Please review the [GNPEC Complaint Procedure](#)
The GNPEC contact information is below:

Nonpublic Postsecondary Education Commission
2082 East Exchange Place
Suite 220
Tucker, GA 30084–5305
Phone: (770)414–3300

Students studying in the State of Tennessee– Please visit the [TN Higher Ed Commission](#) and complete the [Request for Complaint Review](#)

Tennessee Higher Education Commission
Suite 1900
404 James Robertson Parkway
Nashville, TN 37243–0830
Phone: (615) 741–3605

Students studying in the State of Texas– Please review the [THECB Student Compliant Process](#)

Texas Higher Education Coordinating Board
1200 E. Anderson Lane
Austin, TX 78711–2788

Phone: (512) 427-6101

COMPLAINTS SPECIFIC TO NON-MISSISSIPPI RESIDENTS TAKING ONLINE COURSES

If your complaint has been escalated through the grievance and appeal process and cannot be resolved, please review these points of escalation applicable to students taking online courses from outside of the state of Mississippi. Please note matters regarding grades and conduct cannot be escalated beyond the institutional level.

SARA Member state

Belhaven University participates in the State Authorization Reciprocity Agreement. Students residing in member states are subject to the SARA Complaint Process which is detailed on the [SARA Student Complaint Process](#) page. For a list of SARA Member states, see the [SARA States & Institutions page](#).

State Agencies

If an issue cannot be resolved institutionally, students residing outside the state of Mississippi who do not reside in a SARA member state may file a complaint about Belhaven University with their State by referring to the [list of State Agencies](#) on the U.S. Department of Education website. For a list of SARA member states, see the [SARA States & Institution](#) page.

COMPLAINTS SPECIFIC TO STUDENTS RECEIVING SPECIFIC TYPES OF FINANCIAL AID

Active Duty Receiving Tuition Assistance or Spousal Assistance – File a complaint with the [Department of Postsecondary Education Complaint System](#).

Veteran Using Montgomery or Post 9/11 GI Bill – File a complaint with the [Department of Veterans Affairs](#) relative to an institution failing to follow the [Principles of Excellence](#) relative to recruiting or marketing practices, accreditation, financial issues, student loans, post-graduation job opportunities, change in degree plan/requirements.

Student with a Private Student Loan – File a complaint with the [Consumer Financial Protection Bureau](#).

Current Student Receiving Federal Financial Aid – File a complaint with the [Department of Education Ombudsman](#).