

COMPLAINTS & GRIEVANCE RESOLUTION

NW-SCC must provide enrolled and prospective distance education 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 of residence or location.

Whenever possible, complaints at NW-SCC are handled in an informal manner. Administrators, faculty and staff maintain an "open-door" policy to discuss issues of concern for all students. Students are encouraged to first attempt to resolve complaints with the faculty or staff person. If unresolved, students should speak to the departmental chairperson or supervisor of the program.

Please see additional Complaint/Grievance Procedures linked below for additional information.

NW-SCC STUDENT GRIEVANCE PROCEDURE

NW-SCC has a student grievance procedure that you are encouraged to utilize if you do have a complaint. More information about the grievance process may be found in the [NW-SCC Student Catalog Handbook](#). Complaint forms are available in the Vice Presidents of Instruction's office.

ALABAMA COMMUNITY COLLEGE SYSTEM GRIEVANCE PROCEDURES

If after exhausting all available process at the college level, a student's complaint remains unresolved, the student may appeal to the Alabama Community College System using the System's official complaint form located on the ACCS website – <http://www.accs.cc>.

SOUTHERN ASSOCIATION OF COLLEGES AND SCHOOLS COMMISSION ON COLLEGES COMPLAINT POLICY

NW-SCC is accredited by the Southern Association of Colleges and Schools – Commission on Colleges (SACSCOC). Students are encouraged to file a complaint using established procedures at NW-SCC before filing a complaint with SACSCOC. However, students may file a complaint with SACSCOC by following the guidelines at the following link:
<http://www.sacscoc.org/pdf/081705/complaintpolicy.pdf>

STUDENT GRIEVANCE PROCEDURES BY STATE (PROVIDED BY NC-SARA)

Students may also utilize the information linked below to find information on how to file a complaint with the appropriate agency within the student's state of residency.
<https://www.nc-sara.org/student-complaints-process>