

POLICY AND PROCEDURES MANUAL



WILLIAM CAREY UNIVERSITY

Classification: GA

Number: 111

Page:

Issued: Trustees May 14, 1998

Revised/Approved: 11/06/08

SUBJECT: COMPLAINT TO SACS AGAINST WILLIAM CAREY UNIVERSITY

POLICY STATEMENT

In accordance with the Southern Association of Colleges and School's requirement, William Carey University establishes the following policy and procedure to handle complaints. "Complaint" herein refers to a complainant's (i.e. student, faculty, staff, or interested party) written and signed letter that the University is in significant non-compliance with *Criteria for Accreditation*. The policy is sited in University catalogs and student handbooks and complete copies are available in the Offices of the President, Vice President for Academic Affairs, Vice President for Student Services, Dean's, and the Registrar.

PROCEDURES

1) The institution hereby makes available the following addresses to anyone who wishes to register a complaint with SACS against William Carey University:

Dr. Joseph Silver, Vice President
Commission on Colleges
Southern Association of Colleges and Schools
1866 Southern Lane
Decatur, GA 30033-4097

President/Chief Executive Officer
William Carey University
498 Tuscan Avenue Box 1
Hattiesburg, MS 39401-5499

2) Any complaint against William Carey University to SACS will be dealt with by the president/chief executive officer of William Carey University. A complaint registered with the president will be copied to SACS, and the procedure outlined herein will be followed.

3) The University will not respond to accreditation complaints unless they are formal, written complaints. The complaint must include:

- a) a specific, brief statement of the complaint,
- b) identification of the section(s) of *Criteria for Accreditation* with which the complainant believes the University is in non-compliance,
- c) evidence that the complainant believes supports (b)

POLICY AND PROCEDURES MANUAL



WILLIAM CAREY UNIVERSITY

Classification: GA

Number: 111

Page:

Issued: Trustees May 14, 1998

Revised/Approved: 11/06/08

SUBJECT: COMPLAINT TO SACS AGAINST WCU CONT...

- 4) As soon as the president receives the material in #3 above, the president will furnish a copy of this policy to the complainant and set a meeting with the complainant to hear the complaint.
- 5) If the complainant does not furnish the documentation outlined in #3 above, the president will not hear the complaint, and the University will not consider the complaint.
- 6) During the hearing, the president may invite other institutional officers to hear the complaint. The complainant also may have present a person to witness the hearing.
- 7) Upon receipt of a complaint (i.e. #3 above), the president will contact the Vice President of the Commission on Colleges, SACS, in order to assure the accrediting body of William Carey University's commitment to deal forthrightly with all complaints.
- 8) The president's contact with the Vice President of SACS will be followed by a letter to the complainant informing the complainant of the institution's prompt and forthright dealing with the complaint.
- 9) After receipt of the complaint and the hearing of the complaint, the president will—within 30 days—formulate a written response to the complainant; a copy of this response will also be copied to SACS.
- 10) The president will inform the complainant of any actions that the institution may or may not have to complete in order to resolve the complaint.
- 11) The president will ensure that no punitive actions are taken against the complainant who may choose to register a complaint to SACS against William Carey University.