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## Accreditation Noncompliance Complaint

An individual may make an inquiry regarding accreditation complaint procedures or about issues and concerns that could be considered complaints; however, the College's response and its obligations to meet the specific timetables outlined in these procedures will begin only after the complainant submits a formal written complaint.

### I. Complaint Process

A formal complaint is one that is (1) submitted in writing using the College's *Complaint Against Midlands Technical College: Information Sheet and Form*, (2) signed and (3) sent to the attention of the Director of Internal Auditing. The College will neither entertain complaints that are not in writing or which are anonymous, nor will it consider complaints sent electronically or through facsimile transmission. The "Information Sheet and Form" includes:

- A statement describing the complaint in the clearest possible terms.
- The section(s) of the *Principles of Accreditation* alleged to have been violated and the time frame in which the significant lack of compliance is alleged to have occurred.
- A clear and concise written description of the evidence upon which the allegation is based. (Materials and documentation used to support a complainant's allegations should be limited to and directly related to the reported case.) The evidence should state relevant facts and document and support the allegation that the institution is in significant violation of the standards referenced in the complaint.
- A description of action taken by the complainant to date and all applicable correspondence.

Once the formal written complaint is submitted, the College and the complainant are responsible for the following:

- A. The College will acknowledge a formal written complaint within 15 business days of its receipt.
- B. Within 30 business days after acknowledging receipt of the complaint, College staff will review the complaint and its documentation and determine whether it is within the scope of College policies, if there is adequate documentation, whether the complaint identifies issues that may jeopardize the quality of educational programs or the general welfare and integrity of the College, or whether the complaint raises significant questions about the College's compliance with College standards. The College will inform the complainant regarding the disposition of the complaint to include one of the following:
  1. The complaint will not be processed further because it is not within the scope of College policies or there is inadequate documentation to raise questions concerning the institution's compliance with College standards.
  2. Where appropriate, a resolution is suggested to the complainant.
  3. The complaint has sufficient substance to warrant further review. In this case, the

College will make every effort to expedite the investigation; however, the time required to conduct the investigation may vary considerably depending on the circumstances and nature of the complaint. Following the review, the complainant will be notified, by the President, regarding one of the following:

- a. The complaint will not be processed further because there is insufficient evidence of significant non-compliance.
  - b. If there appears to be sufficient evidence of significant non-compliance or if College staff are unable to document compliance, then the President of the College and authorized applied committee determine action to ensure compliance. Follow up correspondence will be provided to the complainant.
- C. Individual complaints will be retained in the office of the Director of Internal Auditing or other offices as designated by the President.
- D. The college will maintain a log of complaints and periodically review the types of complaints filed. Steps will be taken to address any pattern that may be observed in this review.
- E. If the complainant is not satisfied, a complaint may be submitted to the Commission on Colleges.

II. Complete the *Compliant Against Midlands Technical College: Information Sheet and Form*

COMPLAINT AGAINST MIDLANDS TECHNICAL COLLEGE:  
INFORMATION SHEET AND FORM

1. COMPLAINANT INFORMATION

A. First Name:

M.I.

Last Name:

B. Street Address:

C. City:

State:

Zip Code:

Country: (if outside of USA)

D. Telephone Number:

Fax Number:

E. Email Address:

F. Status in Relation to the College:

STUDENT     PARENT     FACULTY/STAFF     OTHER: \_\_\_\_\_

G. Current Student Status (if applicable):

\_\_\_ ENROLLED    \_\_\_ GRADUATED    \_\_\_ PROBATION    \_\_\_ WITHDRAWN    \_\_\_ TERMINATED

## 2. COMPLAINANT INFORMATION

- A. State the nature of the complaint (in five sentences or less).
- B. Briefly describe the details of the complaint in the clearest possible language and indicate how the College has violated specific sections of the *Principles of Accreditation*. (List sections of the Principles and, if necessary, attach additional sheets for the description. Materials and documentation used to support a complainant's allegations should be limited to and directly related to the reported case. The evidence should state relevant facts and document and support the allegation that the College is in significant violation of the standard(s) referenced in the complaint. Indicate the time frame in which the violations referenced in the complaint occurred.
- C. Describe the steps the complainant has taken, to attempt resolution and provide documentation as a result of prescribed procedures. (Indicate any channels external to the College that the complainant is pursuing, including legal action.)

This complaint will not be processed unless all the boxes below are checked and you have signed and dated the complaint.

- I have read the *Accreditation Noncompliance Complaint Procedure* for the Midlands Technical College and agree this form constitutes my formal complaint.
- I understand that this process does not resolve student grievances or individual situations and is solely for significant non compliance with the Commission on College's standards and policies: (1) does not intervene in the internal procedures of institutions or perform as a regulatory body, (2) is not a formal adjudicatory or grievance-resolving body, and (3) will not serve as a grievance panel when the outcome of an institutional grievance or process is unsatisfactory to the complainant.
- I hereby certify that all of the information I have given above is true and complete to the best of my knowledge.

**COMPLAINANT SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**ALL APPLICABLE SECTIONS OF THIS FORM MUST BE COMPLETE**