

# Grievance Procedure

## Policy & Procedures

At Carolina Christian College the Dean of Students acts as an intermediary to help students and faculty resolve disputes, problems, grievances, disagreements, appeals to the Faculty Code of Conduct, and exceptions to College policies.

Before contacting the Dean of Students, we expect the student to first try addressing your concern at the classroom-level. If after speaking with the professor or individual, you still feel that our office is needed in finding a resolution, we are available to help with your concerns.

## Faculty/Student/Individual Disputes and Appeals

The Dean of Students takes every faculty/student/staff issue on a case-by-case basis. This means that we are not here to take sides. We gather information from you as well as the individual to make sure we have all the information we need. This helps us to take a fresh look at your concern while providing the best possible resolution.

While the Dean looks at each issue uniquely, you will be notified of a resolution within fourteen (14) days, most being resolved within only one (1) week. To expedite this process:

- Make sure that you have tried to address your concern with the faculty member or individual first.
- Have all related documents ready to submit.
- Contact the Dean of Students by phone at (336) 744-0900 or send an email, and he or she will gather all available information from both parties and the faculty member or individual to ensure a quick and fair resolution.
- If further attention is necessary, you may contact the VP of Academics for assistance; and he or she will gather all available information from all parties and ensure a quick and fair resolution.
- If further action is required, the President has the authority and responsibility for final action. If the President has to resolve the issue, the faculty member and student will be notified of his or her decision within seven (7) days from the date of disclosure to the President by the student or faculty member.
- The President will close the matter and suggest the parties interact with a second party until both parties feel comfortable.
- Students have a right to make a formal complaint to one of the entities below if they feel that it is needed to resolve an issue.

If the issue is not resolved the student can file a formal complaint with the Association of Biblical Higher Education and/or the State of North Carolina General Administration.

If students are unable to resolve a complaint through the institution's grievance procedures, they may review the Student Complaint Policy, complete the Student Complaint Form (PDF) located on the State Authorization webpage at <https://www.northcarolina.edu/stateauthorization>, and submit the complaint to [studentcomplaint@northcarolina.edu](mailto:studentcomplaint@northcarolina.edu) or to the following mailing address:

North Carolina Post-Secondary Education Complaints  
c/o Student Complaints  
University of North Carolina General Administration  
910 Raleigh Road, Chapel Hill, NC 27515-2688

If students choose to file a complaint with the Association of Biblical Higher Education, the policy is located at [www.abhe.org](http://www.abhe.org). Complaints and supporting documentation must be submitted in writing to the Director, Commission on Accreditation via email at [coa@abhe.org](mailto:coa@abhe.org) or postal mail at 5850 T.G. Lee Blvd., Suite 130, Orlando, FL 32822.

Complaints will be processed by the Commission on Accreditation staff in accordance with the Policy on Complaints Against an Institution or Accredited Program.