

Mississippi Commission on College Accreditation

3825 Ridgewood Road | Jackson, MS 39211

Filing a Student Complaint Regarding an MCCA Authorized Postsecondary Institution

Out-of-State Students

In order for MCCA to initiate an investigation of a student complaint, the following must be true:

1. The complaint must be in writing;
2. The student must have exhausted all available grievance procedures established by the institution;
3. The student did not receive a satisfactory resolution and is contacting MCCA as a last resort in the grievance process;
4. The student has submitted the complaint to MCCA using MCCA's Student Complaint Form;
5. The student complaint contains a detailed description of the claim, including dates, times, and full names of all involved, as well as the actions taken by both the student and the institution to resolve the matter;
6. The student has signed the form attesting to the truth and accuracy of the complaint;
7. The student recognizes that MCCA will not investigate anonymous complaints and that by signing the form, the student acknowledges that MCCA may share the information provided with the institution or other relevant organizations or state agencies in order to help resolve the dispute. MCCA does not guarantee a resolution resulting from this submission or its investigation into the allegation.

EMAIL THE COMPLAINT TO: Dr. Sheriece Robinson srobinson@mississippi.edu	<u>OR</u>	MAIL THE COMPLAINT TO: Mississippi Commission on College Accreditation Attention: MCCA Student Complaints 3825 Ridgewood Road Jackson, MS 39211
--	------------------	--

The student complaint must be received within two (2) years of the occurrence. Upon receiving a student complaint, MCCA will facilitate an investigation if the matter being disputed falls within its jurisdiction. If preliminary findings indicate a violation of MCCA regulations by the institution, MCCA shall attempt to resolve the complaint through mediation. All parties will be notified in writing of the outcome of the investigation. If the complaint is outside of MCCA's jurisdiction, it may be directed to another agency that is authorized to address the concerns, if appropriate.

MCCA may contact the student to submit further details or to submit documented evidence of the allegations against the institution. Students should not submit original documents as they may not be returned. Student complaints will be examined to determine factual basis.

Depending on the nature of the complaint, investigation and facilitation could require several weeks or months to complete.

In-State Students

1. The complaint must be in writing;
2. The student must have exhausted all available grievance procedures established by the institution;
3. The student did not receive a satisfactory resolution and is contacting the appropriate personnel as a last resort in the grievance process.
 - Community College students should contact Dr. Erin Eaton at eeaton@mccb.edu
 - Public University students should contact Mrs. Sandra Kelly at sandra.kelly@ihl.state.ms.us
 - Private (Independent) University and Bible College students should contact Dr. Jason Dean at jdean@maicu.ms

Mississippi Commission on College Accreditation

3825 Ridgewood Road | Jackson, MS 39211

STUDENT COMPLAINT FORM

Student Information

Full Name:

Phone:

Email:

Address:

City:

State:

Zip:

Institutional Information

Name:

Address:

City:

State:

Zip:

Name of Program:

Program Start Date:

Program End Date:

Degree Level (*check*):

Associate

Baccalaureate

Master

Doctoral

Other

Current Status

Attending

Graduated

Terminated/Withdrawn

Other

(*check*):

Last Date of Attendance:

Complaint Information

Student must have exhausted all available complaint/grievance procedures established by the institution.

Date(s) of occurrence:

Did you follow the school's complaint/grievance procedure to resolve this matter with the institution? Yes No

If no, please stop here and contact institution following the institution's complaint/grievance procedure.

If yes, whom did you contact?

Date contacted:

Provide a detailed explanation of your claim and what steps you have taken to resolve the complaint. Specify pertinent dates, times, and full names of all involved, as well as the actions taken by both the student and the institution to resolve the matter. Attach additional pages, if necessary, along with legible copies of all relevant documentation. Indicate how you would like to see the matter resolved.

By signing and submitting this complaint, you are giving the Mississippi Commission on College Accreditation (MCCA) permission to contact school officials and other agencies and persons about your complaint.

The information given in this complaint is true and accurate to the best of my knowledge and belief.

Signature: _____ **Date:** _____