

Student Care is a team of campus professionals who respond to reports of concern regarding the academic progress and well-being of students. We proactively respond to concerns about any disruption to a safe and productive living and learning community. We reach out to students quickly and ensure they connect with the resources that are useful to their situation. We address issues including (but not limited to) situations of self-harm, family difficulties, stress management, mental health concerns, academic performance problems, addictions, Title IX issues, [Clery Act](#) related issues and/or issues of academic integrity.

Student Complaint Resolution

Program Integrity

- Title 34.B.VI.668.D.§668.43 of the Federal Program Integrity rules also requires institutions to provide “...its students or its prospective students with contact information for filing complaints with its accreditor and with its state approval or licensing entity and any other relevant State Official or agency that would appropriately handle a student’s complaint”.

Higher Education Opportunities Act of 2008

- To comply with the Higher Education Opportunities Act of 2008, institutions offering education must provide enrolled and prospective students with contact information for filing complaints with their accrediting agency and with the appropriate state agency for handling complaints in the student’s state.

Accrediting Agency

- Additionally, Belhaven University's accrediting agency, the [Southern Association of Colleges and Schools Commission on Colleges](#), which accredits Belhaven to award baccalaureate, master's, specialist, and doctoral degrees, requires Belhaven to track complaints, respond in a timely manner, and offer a digital means of responding to complaints.
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COMPLAINT RESOLUTION

Belhaven University desires to resolve student complaints, grievances, and concerns in an expeditious, fair, and amicable manner.

Students wishing to file grievances on academic issues, including grades, should submit written appeals to the Academic Appeals Committee, which may be done through the Registrar's Office. Appeals regarding course grades must be filed before the end of the next semester in which the grade was received, except in the case of a student in their final semester, who must file any appeal prior to their graduation date. Decisions made by the Academic Appeals Committee shall be final. Academic grievances concerning a faculty member should be directed to the faculty's department chairperson. In cases where the faculty member also holds the chair of the department, grievances should be directed to the division chairperson. In the case of division chairpersons, grievances should be reported to the Provost. Decisions made by the faculty member's supervisor shall be final.

Additionally, students may appeal the final institutional decision to the proper entity:

- File a Complaint with the Southern Association of Colleges and Schools Commission on Colleges [SACS COC Student Complaint Policy](#)
 - File a Complaint with our SARA Portal Agent (for those students who are taking online courses and reside outside of Mississippi in a SARA state)
 - For a list of SARA states, see the [SARA States and Institutions page](#)
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COMPLAINT TO ACCREDITING OR AUTHORIZING AGENCY

State Authorizing Agency

A complaint can be filed with one of our state authorizing agencies when there is evidence of the following:

- conduct or behavior on the part of Belhaven University or any of its agents, representatives, or employees that constitutes dishonest or fraudulent behavior, including providing false or misleading information to a student
- the operation of programs (including distance education) contrary to practices expected by institutional and/or programmatic/specialized accreditors

[Belhaven University has a number of programs that are accredited by professional, discipline-specific accrediting bodies. Contact the Office of the Provost for additional information on program accreditation.]

Students studying in the State of Mississippi – Please review the [MCAA Student Complaint Process](#).

The MCAA contact information is below:

Dr. Sheriece Robinson
Director of Regulatory Affairs
3825 Ridgewood Road
Jackson, MS 39211-6453
Telephone: 601.432.6336
srobinson@ihl.state.ms.us

COMPLAINTS SPECIFIC TO NON-MISSISSIPPI RESIDENTS TAKING ONLINE COURSES

If your complaint has been escalated through the grievance and appeal process and cannot be resolved, please review these points of escalation applicable to students taking online courses from outside of the state of Mississippi. Please note that matters regarding grades and conduct cannot be escalated beyond the institutional level.

SARA Member state

Belhaven University participates in the State Authorization Reciprocity Agreement. Students residing in member states are subject to the SARA Complaint Process, which is detailed on the [SARA Student Complaint Process](#) page. For a list of SARA Member states, see the [SARA States & Institutions page](#).

State Agencies

If an issue cannot be resolved institutionally, students residing outside the state of Mississippi who do not reside in a SARA member state may file a complaint about Belhaven University with their State by referring to the [list of State Agencies](#) on the U.S. Department of Education website. For a list of SARA member states, see the [SARA States & Institutions](#) page.

COMPLAINTS SPECIFIC TO STUDENTS RECEIVING SPECIFIC TYPES OF FINANCIAL AID

Active Duty Receiving Tuition Assistance or Spousal Assistance – File a complaint with the [Department of Postsecondary Education Complaint System](#).

Veteran Using Montgomery or Post 9/11 GI Bill – File a complaint with the [Department of Veterans Affairs](#) relative to an institution failing to follow the [Principles of Excellence](#) relative to recruiting or marketing practices, accreditation, financial issues, student loans, post-graduation job opportunities, change in degree plan/requirements.

Student with a Private Student Loan – File a complaint with the [Consumer Financial Protection Bureau](#).

Current Student Receiving Federal Financial Aid – File a complaint with the [Department of Education Ombudsman](#).
