

Records & Publications

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Complaints Against the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)

Type of Policy: Administrative

Effective Date: 2014-08-00T00:00:00

Last Revised: 2015-03-00T00:00:00

Review Date: 2017-08-00T00:00:00

External Review Reason: Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)

Compliance Reporting Reason: SACSCOC Complaint Procedures Against SACSCOC or Its Accredited Institutions

Policy Owner: Library Learning Excellence

Contact Name: Catherine Murray-Rust

Contact Title: Vice Provost Learning Excellence and Dean of Libraries, SACSCOC Accreditation Liaison

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Reason for Policy:

Adherence to SACSCOC Policy: Complaint Procedures Against SACSCOC Or ITS Accredited Institutions

Policy Statement:

The primary purpose of the SACSCOC complaint procedure is to acquire valuable information regarding an accredited institution's possible non-compliance with accreditation standards, policies and procedures rather than to resolve individual disputes.

Scope:

The SACSCOC complaint procedures are for the purpose of addressing any significant non-compliance with the Commission's standards, policies or procedures. The procedures are not intended to be used to involve the Commission in disputes between individuals and member institutions, or cause the Commission to interpose itself as a reviewing authority in individual matters of admission, grades, granting or transferability of credits, application of academic policies, fees or other financial matters, disciplinary matters or other contractual rights and obligations. Nor does the Commission seek redress on an individual's behalf. Further, the Commission will not serve as a grievance panel when the outcome of institutional grievance or appeal processes is unsatisfactory to the complainant.

Procedures:

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| Procedures for Filing a Complaint Against an Institution | |
| Complete the Commission's Complaint Form | |
| Sign and Send to the President of SACSCOC | <p>President Southern Association of Colleges and Schools Commission on Colleges 1866 Southern Lane Decatur, GA 30033</p> <p>The Commission will neither entertain complaints that are not in writing or which are anonymous, nor will it consider complaints sent electronically or through facsimile transmission. If a complainant has a demonstrated disability that prevents submission of a formal complaint in accord with these guidelines, he or she should contact SACSCOC's Coordinator of Communications and External Affairs for assistance.</p> |

Responsibilities:

Complaints against an Institution

- The Commission will acknowledge a formal written complaint within 15 business days of its receipt
- Within 60 calendar days after acknowledging receipt of the complaint, Commission staff will review the complaint and its documentation and determine 1. Whether it is within the scope of Commission policies and is accreditation related, 2. If there is adequate documentation in support of the allegations, and 3. Whether the complaint raises significant questions about the institution’s compliance with Commission standards.
- If there appears to be sufficient evidence of significant non-compliance or if Commission staff are unable to determine compliance, then one of the following actions may be taken by the President of SACSCOC
 - Authorize a Special Committee to visit the institution
 - Forward the case directly to the Board of Trustees and its standing committees for review and action
 - Include the case in an upcoming scheduled visit to the institution
 - Request additional information
- Individual complaints will be retained in the Commission files. Should a number of individual complaints suggest a pattern of concern which may evidence a significant lack of compliance with the Principle that was not evident from any one individual complaint, the Commission may renew its considerations of the matter for whatever action may be appropriate.

Enforcement:

SACSCOC is interested in ensuring that member institutions maintain ongoing compliance with Commission standards and policies outside the institution’s scheduled formal review. Therefore, if an individual has evidence of an institution’s significant non-compliance with Commission standards, policies or procedures, the individual should inform the Commission using these procedures.

Optional: To report suspected instances of noncompliance with this policy, please visit Georgia Tech’s EthicsPoint, a secure and confidential reporting system, at:

https://secure.ethicspoint.com/domain/en/report_custom.asp?clientid=7508

Policy History:

| Revision Date | Author | Description |
|---------------|---------------------------------|---------------|
| March 2015 | Library Learning and Excellence | Update to Pro |
| August 2014 | Library Learning Excellence | New Policy |

Copyright

Please see [Copyright](#) for more information.

Georgia Tech Library Policy Manual

The Georgia Tech Library is governed by policies of the Institute, the Board of Regents, and laws of Georgia and the United States. Library policies apply to the Library and are not intended to replace broader policies governing the Institute as a whole. Where no specific library policy exists, policies of the Institute or the Board of Regents are in effect. Policies of the Institute or Board of Regents serve as the authority in cases where there is any apparent conflict.

Please see the [Library Policy Manual](#) for more information about Library Policies.

Graduate Thesis and Dissertation Publication

Please see Graduate Student Policies on [“Publication of Theses”](#) and [“Policy on Advisement and Appointment of Thesis Advisory Committees”](#) for more information about Thesis Publication and Submission.

Information Services

For general information on Information Systems and Services at Georgia Tech: See www.oit.gatech.edu

For Information Technology Policies see

<http://www.oit.gatech.edu/service/information-security/security-policies-standards-and-procedures>

Library Services

For information on the Georgia Tech Library services and resources, please see:

About Library

<http://www.library.gatech.edu/about/index.php>

Information, Reference, and Research Services

<http://www.library.gatech.edu/search/index.php>

Faculty: Guide to Library Resources

<http://libguides.gatech.edu/faculty>

Document Delivery / LENDS

<http://www.library.gatech.edu/services/lends.php>

Interlibrary Loan

<https://illiad.library.gatech.edu/>

Library Privileges and Policies

<http://www.library.gatech.edu/about/privacy.php>

<http://www.library.gatech.edu/search/policy.php>

Course Reserves

<http://www.library.gatech.edu/services/reserves/submit.php>

<http://www.library.gatech.edu/services/reserves/guidelines.php>

Library Facilities

<http://www.library.gatech.edu/about/index.php>

Gifts and Donations

<http://www.library.gatech.edu/about/giving.php>

Emerging Initiatives / SMARTech

<https://smartech.gatech.edu/>

Open Access Policy

For information on the Open Access Policy, please see:

- [Open Access Policy](#)

Policy on Institute Policies

Type of Policy: Administrative
Effective Date: 2012-10-00T00:00:00
Last Revised: 2015-02-00T00:00:00
Review Date: 2017-01-00T00:00:00
Policy Owner: Legal Affairs and Risk Management
Contact Title: Policy Specialist
Contact Email: policylibrary@gatech.edu
Reason for Policy:

Recognizing the need for a common, consistent, and transparent process for Institute policies to be thoroughly reviewed, maintained, and made available to the campus community, Georgia Tech has adopted this Policy on Institute Policies (also known as the Institute Policy Development and Life Cycle Process) to promote policy awareness, compliance, and accountability.

Policy Statement:

Institute policies at Georgia Tech must have Institute level approval. In order to do this, Institute policies need to be reviewed and approved by the appropriate committees and authorizing bodies. All Institute policies will be reviewed and approved as described below (Procedures: Institute Policy Development & Life Cycle Process).

As part of this process, each Institute policy will be made available in the appropriate forum for comment from the campus community. The Policy Steering Committee will ensure that Institute policies that affect both academic and administrative constituents receive cross-comment from those constituents.

Once an Institute policy has been approved, it will be published and made publically available on the Policy Library. Campus-wide announcements will be made for new policies or changes to policy, when appropriate.

All Institute policies will be subject to review by the Policy Owner every three years after adoption or substantial revision, or when there is a change in applicable law, regulation, or Board of Regents policy, whichever comes first.

Scope:

This policy applies to all Georgia Tech faculty and staff members.

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| Procedures: | Step 1. Determine Policy and Type | Scope |
| | <i>Policy Scope and Type</i> | Scope: The Policy Steering Committee can help a Policy Owner or Champion determine if a policy is an Institute or a department policy. Only Institute policies are approved |

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| Step 1. Determine Policy Scope and Type | Determine Policy Scope and Type |
| | <p>using the Institute Policy Development and Life Cycle Process. Departments have their own procedures for approving their department policies.</p> <p>Type: The Policy Steering Committee determines whether an Institute policy is Academic or Administrative.</p> |

Responsibilities:

Legal Affairs and Risk Management

Legal Affairs and Risk Management is responsible for maintaining the Policy Library.

Enforcement:

All faculty and staff members must abide by this policy in the development of Institute policy. If a faculty or staff member violates this policy, the member must begin work with the Institute’s Policy Specialist to correct the policy violation within three months of awareness or notice of violation.

Policy History:

| Revision Date | Author | Description |
|---------------|-----------------------------------|----------------------|
| 01-07-2015 | Legal Affairs and Risk Management | Revisions |
| 10-01-2012 | Legal Affairs and Risk Management | New Institute Policy |

Trademark Management

For information about Trademarks and Licensing, please see:

- [Student Licensing Guide](#)