

DISTANCE EDUCATION COMPLAINT PROCEDURE

Clafin University is a historically black private university in Orangeburg, South Carolina. The university was established in 1869 by northern missionaries to educate freedmen and their children. It offers both bachelor's and master's degrees. Clafin University is currently authorized to offer online courses and programs in all states except California.

PROCEDURES FOR RESOLVING STUDENT COMPLAINTS

SCOPE: In this procedure, we explain how online students can file a complaint. Students are able to define, submit, and potentially appeal decisions relevant to complaints about the entire teaching and learning process through this procedure.

Online Students or prospective online students needing assistance in determining the proper grievance or complaint procedure should contact:

Syed Hasnain, Director of Online Education
shasnain@clafin.edu | 803-535-5695
Clafin University
Office of Online Education
400 Magnolia St, Orangeburg, SC 29115

CONFIDENTIALITY

Information about students is confidential and protected by FERPA (Family Educational Rights and Privacy Act).

<https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

GENERAL GRIEVANCE PROCEDURE

It is recommended that the first thing a student should do when making a complaint or grievance towards an instructor is to schedule a meeting with that instructor. Refer to page 12 of the student handbook for more information. https://www.clafin.edu/docs/default-source/academic-affairs-student-services/2020-2021-clafin-university-student-handbook.pdf?sfvrsn=5466040e_0

PROCEDURES FOR FORMAL COMPLAINTS

In the event that an informal resolution cannot be reached, a student may submit a formal complaint. The student must submit a formal complaint in writing, using the appropriate form as described in the Student Handbook.

https://www.claflin.edu/docs/default-source/template-files/student-complaint-form.pdf?sfvrsn=53553d0e_2&sfvrsn=53553d0e_2

If a student's complaint cannot be resolved through the institutional complaint process, they should contact the South Carolina Department of Education, which oversees the institution.

South Carolina Post-Secondary Education Complaints

c/o Student Complaints

South Carolina Commission on Higher Education

1122 Lady Street

Suite 400

Columbia, SC 29201

Website: <https://www.che.sc.gov/AboutCHE.aspx>

https://www.che.sc.gov/Portals/0/CHE_Docs/academicaffairs/license/Complaint_Procedures_and_Form.pdf?ver=2021-04-21-103421-883

NC-SARA - Claflin University is a member of NC-SARA and offers distance education. Through its SARA Portal Entity, the Institution's Home State is required to investigate and resolve allegations of dishonest or fraudulent activity by SARA-participating institutions in the state, including providing false or misleading information.

In the case of students living outside of South Carolina, the complaint may be appealed by filing through the NC-SARA portal. Please review the website for more information. For a list of NC-SARA member States, please visit the [NC-SARA](#) website.

- [SARA For Students](#)
 - <https://nc-sara.org/student-consumer-protections-page>
- [SARA Complaint Process](#)
<https://nc-sara.org/student-complaints>

SACSCOC STUDENT COMPLAINT PROCESS

In the event that the complaint is not satisfactorily resolved, the next step would be to file a complaint with the accrediting agency. Claflin University is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC).

[SACSCOC Complaint Procedure.](#)

The contact information for SACS is:

1866 Southern Lane, Decatur, Georgia 30033-4097

Telephone: (404) 679-4500

Website: [The Southern Association of Colleges and Schools Commission on Colleges](#)

<https://www.sacscoc.org/>