

## **Student Complaint Policy**

Wayland Baptist University is committed to addressing student concerns in a timely and appropriate manner. The university has developed a series of policies and procedures that provide students the opportunity to file a grievance within the university. These include policies and procedures related to harassment, discrimination, grade appeals, and other academic appeals which are described in the *WBU Student Handbook*. Students should consult the [WBU Student Handbook](#) and follow these policies to as the first step in attempting to resolve a student grievance. For a complaint that is not covered by the policies or procedures described in the *Student Handbook*, the student should make the nature of the complaint known to the university by sending an email to the appropriate Vice-President. The student will receive a response within ten working days.

Once a student has exhausted all internal university policies with regard to a complaint (*and has made the nature of the complaint known to the university*), the student may file a complaint with the regulatory agency in the state in which she or he is receiving instruction and or with the institution's accrediting agency as provided below:

### **State Agencies:**

The University provides instruction for students primarily in the state of Texas. Student complaints in Texas should be addressed to [Texas Higher Education Coordinating Board](#)

### **NC-SARA (State Authorization Reciprocity Agreement) - Distance Education**

In compliance with the language passed in the Higher Education Opportunities Act of 2008, the U.S. Department of Education (USDOE) conducted a Negotiated Rule Making Process in 2010, institutions offering distance education must provide enrolled and prospective students with contact information for filing complaints with its accrediting agency and with the appropriate state agency for handling complaints in the student's state. Texas is a NC-SARA state. Wayland Baptist University is an NC-SARA accredited institution.

If a person bringing a complaint is not satisfied with the outcome of the institutional process for handling complaints stated above, the complaint (except for complaints about grades or student conduct violations) may be appealed, within two years of the incident about which the complaint is made, to the SARA portal entity in Texas. That entity shall notify the SARA portal entity for the state in which the student is located of receipt of that appealed complaint.

### **Texas Portal Entity:**

#### **Jessica Acton**

Program Director

Texas Higher Education Coordinating Board

1200 E. Anderson Lane

Austin, TX 78752

512.427.6214

[jessica.acton@theccb.state.tx.us](mailto:jessica.acton@theccb.state.tx.us)

### **States not under NC-SARA**

If a person whose home state is California or Massachusetts, bringing a complaint is not satisfied with the outcome of the institutional process for handling complaints stated above please contact your state entity below.

#### **California Bureau for Private Postsecondary Education**

Laura N. Metune

Bureau Chief

Bureau for Private Postsecondary Education

916-431-6930

[laura.metune@dca.ca.gov](mailto:laura.metune@dca.ca.gov)

#### **Massachusetts Department of Higher Education**

Academic Policy Staff

Massachusetts Department of Higher Education

617-994-6922

[approvalquery@bhe.mass.edu](mailto:approvalquery@bhe.mass.edu)

#### **Accrediting Agency:**

Wayland Baptist University is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award baccalaureate, masters, and doctorate degrees. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033 or call 404-679-4500 for questions about the accreditation of Wayland Baptist University. ***Please note carefully the following information that defines the types of complaints received by the Commission. The Commission on Colleges only receives complaints with regard to an institution's compliance with the requirements or standards set forth by the Commission. The Commission should be contacted only if there is evidence that supports significant non-compliance with a requirement or standard of the Commission. Student complaints or concerns related to any other matter must use the procedures outlined above. For additional information on filing a complaint with the Commission on Colleges, see the [SACSCOC policies](#).***