Georgia College & State University

Division of Information Technology SACSCOC

Student Complaint Procedure

Table of Revisions:

Initial Release: November 15, 2013   Robert Orr, CIO, and Hance Patrick, ISO

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PURPOSE:

SACSCOC requires institutions to demonstrate that written student complaints are addressed in a fair and professional manner, consistent with the institution's published policies and procedures. In addition, SACSCOC requires institutions to maintain a current log of written student complaints. This procedure is designed to establish the framework in which the Division of Information Technology (DoIT) maintains records of student complaints.

PROCEDURE:

DoIT uses software to manage all of its incidents, whether related to software, hardware, or general complaints regarding the department, regardless of whether they originate from faculty, staff, or students.

A complaint may be received by email, phone call, in person, or written. All complaints are logged as incidents into the IT Workorder system and managed using this system.

REFERENCES:

- **Complaint Procedures Against SACSCOC**