



STUDENT CONCERN AND COMPLAINTS POLICY

We recognize that from time to time students may have concerns or complaints regarding a policy, experience, or a decision. Toccoa Falls College wishes to provide a clear and efficient way for these concerns or complaints to be presented to the proper office on campus. The following are a listing of common concerns and the appropriate office to direct comments:

Academic concerns = Office of Academic Affairs

Athletic concerns = Athletic Office

Billing or Financial Aid concerns = Office of Student Accounts

Housing Issues or Roommate concerns = Office of the Director of Residence Life

Parking, Safety or Security concerns = Office of Security

Meal plans or Food Service concerns = Chartwells Food Services

Racial or Sexual Harassment = Office of Student Affairs or the Human Resources Office

Technology concerns = Office of the Director of Information Technology

Online Program or Dual Enrollment concerns = Office of the Dean of Online & Dual Enrollment

General concerns = Office of Student Affairs

If students are uncertain where to go or how to issue a complaint, appeal a decision, or seek to promote change of a given policy, they are advised to bring any such issue to the Student Affairs Office. When minor concerns can be resolved quickly, no formal record needs to be made. Students can choose to submit a formal written complaint with the Student Affairs Office at any time by completing an "Issues of Concern/Complaint" form. Students may also issue an informal complaint without a written record in instances where they simply want advice or direction on dealing with a concern or complaint. When concerns or complaints are first presented by a student's parent, parents will be asked to encourage their student to present the concern or complaint or write the appeal.

Records of formal student complaints and resolutions will be kept by the office receiving the formal complaint, with a master storage in the Office of Student Affairs. This office will track the complaints by ensuring that the relevant office closed the appeal, which will come by communication from the relevant office in the list above to Student Affairs.

NOTE: Students are advised to review the TFC Student Handbook regarding appeals of student discipline and the TFC Academic Catalog for academic appeal policies. Questions? studentaffairs@tfc.edu

For those students who are not satisfied with the way TFC resolved the complaint, they should contact the Georgia Nonpublic Postsecondary Education Commission: <https://gnpec.georgia.gov/student-complaints>.