



SARA COMPLAINT POLICY

Informal grievances can be brought via email at any time to online@tfc.edu. If an informal grievance is unresolved, the Toccoa Falls College policy is such that if a student who is taking courses via distance education has a complaint that TFC has violated the policies set forth in the [SARA Policy Manual](#) they may make a formal complaint via the institution's [SARA Student Complaint Form](#). All formal complaints will be reviewed and addressed by a committee consisting of the Vice President for Distance Education, the Dean of Distance Education, the Dean of Graduate Studies, and the Director of Distance Education Enrollment.

If a formal complaint is not satisfactorily resolved on the institutional level after going through the institution's grievance procedures, then a student has the right to SARA's complaint resolution policies and procedures provided that they follow the [GA-SARA Student Complaint Rules](#).

Additional information regarding the SARA Student Complaint process and specifics steps in the process can be found on the [NC-SARA Student Complaints information page](#). Toccoa Falls College adheres to SARA policy and will abide by the statements put forth in the SARA Student Complaints process.