

South Carolina Commission on Higher Education

Nonpublic Postsecondary Institution Licensing

1122 Lady Street, Suite 300, Columbia, SC 29201

Telephone (803) 737-2260; FAX (803) 737-2297

Web site: www.che.sc.gov

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Nonpublic Postsecondary Institution Licensing PROCEDURES FOR HANDLING COMPLAINTS

1. All complaints handled by the licensing staff must be in writing and must include:
 - (A) Permission from the complainant for the Commission on Higher Education to send a copy of the complaint to the institution. If permission is not included in the complaint letter, a letter is sent to the individual requesting permission for the complaint to be forwarded to the institution. In cases where permission is not received, the complaint cannot be pursued any further.
 - (B) Written documentation that a reasonable effort was made to resolve the complaint directly with the institution, and
 - (C) Evidence bearing on the issues including names, dates, places, and other pertinent information.

MAIL THE COMPLAINT TO:
Nonpublic Institution Licensing
SC Commission on Higher Education
1122 Lady Street, Suite 300
Columbia, SC 29201

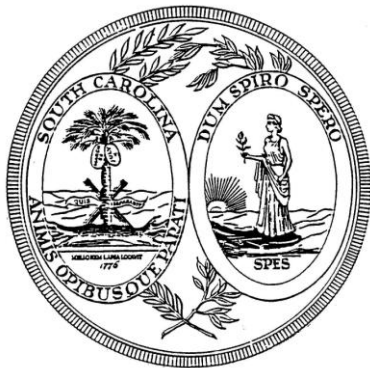
or

E-MAIL THE COMPLAINT TO: reshleman@che.sc.gov

2. A copy of the complaint is forwarded to the institution requesting that the institution promptly investigate the allegations and respond before a specific date (usually ten days).
3. In case of advertising violations, a copy of the advertisement is sent to the institution, citing the Regulation that may have been violated and requesting a response before a specific date.
4. If a news article or media broadcast carries a negative report on a licensed institution that is brought to the attention of licensing staff, the institution is required to respond to the statement(s) on or before a specific date.
5. The institution forwards its response to the licensing staff for review.
 - (A) If it is concluded that the allegations do not establish a violation of licensing standards or any serious deviation of educational standards imposed by the Commission, a letter is sent to the complainant confirming this, along with a copy of the institution's response.
 - (B) If it appears that a licensing standard has been violated or that the institution has not complied with the institution's established policies, licensing staff will attempt a settlement through negotiation. If there is evidence that the institution may no longer be maintaining minimum standards, an investigation may be made to determine whether the institution's license should be revoked.

SAMPLE LANGUAGE FOR SCHOOLS:

If students have complaints about a classroom situation, they should first attempt to resolve the situation with the instructor. If resolution cannot be made with the instructor, or if the complaint is about a general school policy over which the instructor has no jurisdiction, then the students may contact the school director for mediation. If the complaint cannot be resolved at the school level through its complaint procedure, students may contact the South Carolina Commission on Higher Education. The school director will provide the students with the necessary form.



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STUDENT COMPLAINT FORM Regulation 62-27.

1. Describe the nature of the complaint, including the events or circumstances upon which the complaint is based and the names and titles (if any) of the individuals involved. **Attach additional sheets if necessary.**

Institution: _____

Location: _____

Official(s) involved: _____

Description of complaint in clear terms: _____

What do you want the institution to do? _____

Describe other channels the complainant is pursuing, including courts: _____

2. Attach documentation proving that a reasonable effort has been made to resolve the complaint directly with the institution.
3. Attach any evidence bearing on the issue.
4. Sign, have notarized, and return this form and the required documentation to the above address.

I hereby grant permission to the Commission on Higher Education to forward a copy of this complaint to the institution for response. I acknowledge receipt of a copy of the Procedures for Handling Complaints. I certify that the information I have provided is complete, true, and correct to the best of my knowledge.

Print name _____ Signature _____

Street address _____ City, State, Zip Code _____

Telephone _____ Email _____

Sworn to before me (Date) _____

Print name: _____ Signature: _____ (Seal)

Notary Public for _____ My commission expires: _____