

Complaint Policy for the Public (Persons other than Students)

After persons other than students have exhausted appropriate processes by communicating with Milligan College personnel directly involved in the issue at hand, persons may lodge formal complaints, in writing, using the Complaint Form for Non-Students available on the website and in the Office of the President. The President or his/her assignees will respond to complaints within a reasonable time.

Formal written complaints that could affect the accreditation status of the College may be submitted to the Commission on Colleges of the Southern Association of Colleges and Schools. The complaint form is available on the Commission on Colleges' website (www.sacscoc.org). Following is a statement taken from the SACS policy statement titled, "Complaint Procedures against the Commission or its Accredited Institutions": "Because the Commission's complaint procedures are for the purpose of addressing any significant non-compliance with the Commission's standards, policies, or procedures, the procedures are not intended to be used to involve the Commission in disputes between individuals and member institutions, or cause the Commission to interpose itself as a reviewing authority in individual matters of admission, grades, granting or transferability of credits, application of academic policies, fees or other financial matters, disciplinary matters or other contractual rights and obligations. Nor does the Commission seek redress on an individual's behalf...Furthermore, the Commission will not serve as a grievance panel when the outcome of institutional grievance or appeal processes is unsatisfactory to the complainant."

Complaint Form for the Public (Persons other than Students)

This form may only be reviewed and considered after the complainant has utilized all appropriate appeals at the department level.

Name: (print)
Mailing Address:
Phone Number:
Email Address:

Specifics regarding complaint:

Previous actions taken regarding complaint (person(s) with whom you have spoken, date of conversation(s), other):

Complainant's Signature _____ Date Submitted _____

Submit completed form to:
President
Milligan College
P. O. Box 189
Milligan College, TN 37682