

Fayetteville State University Student Complaint Procedures

FSU (Institution) Level

Students with problems or complaints are encouraged to discuss them directly with the person responsible for the area or problem. If the issue is not or cannot be addressed through discussion with the responsible person, and if there are no methods prescribed for appeal in university catalogs, student handbooks or other official university documents, then the issue(s) should be outlined in writing using the [Student Complaint Form](#) and submitted to the following offices:

Academic Complaints:

- a. Department Chair

- b. Dean of the School/College

- c. Provost and Vice Chancellor for Academic Affairs
Fayetteville State University
1200 Murchison Road
Fayetteville, NC 28301
[CJ Barber Building](#)
T: 910-672-1460
Web: [Division of Academic Affairs](#)

Non-Academic Complaints:

- a. Department or Office Director
- b. Vice Chancellor of the Division to which the Department or Office reports

Each office listed above will respond to student(s) within ten working days of receipt of the written complaint. If the issue is not satisfactorily resolved at the first level, the student should submit his/her request to the next level.

If the issue remains unresolved at the highest level indicated above, the student(s) should appeal to the **Office of the Chancellor.**

Fayetteville State University
1200 Murchison Road
Fayetteville, NC 28301
[CJ Barber Building](#)
T: 910-672-1141
Web: [Office of the Chancellor](#)

UNC System Level

If a complaint or grievance cannot be resolved at the institution's level, students may file with the North Carolina Post-Secondary Education Complaints Unit.

[NC System Complaint Policy](#)

[NC System Complaint Form](#)

The University of North Carolina System Office

North Carolina Post-Secondary Education Complaints

c/o Student Complaints

910 Raleigh Road//Chapel Hill, NC 27515

T: 919-962-4550//Email: studentcomplaint@northcarolina.edu

Web: www.northcarolina.edu/complaints

Accreditor Level (SACS-COC)

If the complaint is not satisfactorily resolved at the FSU, or UNC System levels, students may file with Fayetteville State University's accrediting agency: South Association of Colleges and Schools Commission on Colleges (SACS-COC). Visit the following link to view [Complaint policies and procedures for SACS](#).

The Commission on Colleges of the Southern Association of Colleges and Schools (SACS)

1866 Southern Lane

Decatur, GA 30033-4097

T: (404) 679-4500

Web: <http://www.sacscoc.org/>

State Level: SARA-NC

Students may also file complaints through SARA-NC; a portal for the North Carolina State Education Assistance Authority. The complaint process and form is listed below:

[SARA-NC Complaint Process](#)

[SARA-NC Complaint Form](#)

North Carolina State Education Assistance Authority

P.O. Box 14103

Research Triangle Park, NC 2779

T: 855-SARA-1-NC (727-2162)

T: 919-549-8614, ext. 4667

Email: information@saranc.org

Web: www.saranc.org

Outside the State of North Carolina

Students residing outside of North Carolina may file complaints with the state education board where they reside. Click the following link for a list of [resources by state](#).

For a list of all [FSU Policies and Procedures](#), visit [the Office of Legal Affairs website](#).

