

## UNRESOLVED COMPLAINTS AND GRIEVANCES

### Academic program and financial aid matters

Students should be aware that, should they have complaints about their academic program or their financial aid, American Baptist College has a complaint procedure published in the College's Student Handbook on page 46 (available on the College's website). To the extent possible, students should seek a resolution of such matters through the College's complaint procedure before involving external agencies.

#### State of Tennessee Complaint Procedures

Should the institution (American Baptist College) not be able to resolve the student complaint, the student has the right to contact the State of Tennessee *through its* appropriate agency to determine the course of action for further review (if any). Complaints can be filed with the following agencies in Tennessee:

Complaints related to the application of state laws or rules related to approval to operate or licensure of a particular professional program within a postsecondary institution shall be referred to the appropriate State Board (i.e., State Boards of Health, State Board of Education, and so on) within the Tennessee State Government and shall be reviewed and handled by that licensing board.

Complaints related to state consumer protection laws (e.g., laws related to fraud or false advertising) shall be referred to the Tennessee Division of Consumer Affairs and shall be reviewed and handled by that agency.

### Discrimination and harassment matters

American Baptist College has a policy and procedure to address students complaints that allege discrimination and/or harassment. To the extent possible, students should seek resolution of such matters through the College's complaint procedure before involving external agencies. such

#### State of Tennessee Complaint Procedures

Should the institution (American Baptist College) not be able to resolve the student complaint, the student has the right to contact the State of Tennessee *through its* appropriate agency to determine the course of action for further review (if any). Complaints alleging discrimination and/or harassment can be filed with the Tennessee Human Rights Commission.

#### Federal Government Complaint Procedures

Should the institution (American Baptist College) not be able to resolve the student complaint, the student has the right to contact the United States Department of Education. Complaints alleging discrimination and/or harassment can be filed with the Office of Civil Rights.