

Procedure 3.2407

Distance Education Online Student Complaint Procedure

Distance Education students with concerns or complaints should follow the Beaufort County Community College (BCCC) [Student Concern / Complaint Process](#).

In cases of [Student Incident Appeals](#) or [Grade Appeals](#), where it is impractical for a distance education student to appear in person to be heard, to afford the student due process and expedite resolve of issues, special accommodations may be made such as: written statements, telephone conferences, electronic mail, video tape, video conference, or similar means of communication.

Beaufort County Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award associate degrees, diplomas, and certificates. Distance learning students should contact state and federal agencies if they have complaints regarding accreditation or licensing issues.

Students are encouraged to resolve complaints (or grievances) at the appropriate level of dispute.

Other sources for complaint resolution include:

Student Complaints About Accreditation - see [SACSCOC Accreditation Complaints](#)

Students Complaints Concerning the College – see [The University of North Carolina General Administration Student Complaint Form](#)

Individuals having questions may contact the Vice President of Student Services at 252-940-6417.

Procedure

References

Legal References: *Enter legal references here*

SACSCOC References: *FR 4.5*

Cross References:

- [Student Rights and Due Process Policy](#)
- [Grievance Procedures for Students with Disabilities Procedure](#)
- [Grade Appeal Procedure](#)
- [Student Incident Procedure](#)
- [Student Complaints About Accreditation Procedure](#)
- [Student Complaints Concerning the College Procedure](#)
- [Ban Procedure](#)

History

Senior Staff Review/Approval Dates: *8/3/15*

Board of Trustees Review/Approval Dates: *Enter date(s) here*

Implementation Dates: *Enter date(s) here*