

## 4.1.7.9 Resident Complaint Reporting

### Policy Information

#### Issuing Office

Financial Aid

#### Affected Parties

Students

#### Policy Language

The complainant will be encouraged to contact the Student Advocate Office or University Ombudsman.

#### Policy Rationale

Compliance with SACSCOC regulations

#### Definition of Glossary Terms

None specified

### Procedural Information

#### Procedures

All concerns may be directed to Student Advocate via telephone (434-582-7200), email ([SAO@liberty.edu](mailto:SAO@liberty.edu)), or in person. All official complaints may be directed to the University Ombudsman via email ([luombud@liberty.edu](mailto:luombud@liberty.edu)). The University Ombudsman or designated representative will review the complaint, give an official investigation and confirm appropriate follow up.

#### Sanctions

None specified

#### Exceptions

None