

## 4.1.7.10 Student Complaint Resolution Process

### Policy Information

#### Issuing Office

Financial Aid

#### Affected Parties

Students

#### Policy Language

Liberty University accepts the State Council of Higher Education for Virginia (SCHEV)'s oversight in resolving student complaints from students taking distance education under the aegis of the State Authorization Reciprocity Agreement (SARA).

#### Policy Rationale

This is a state regulated policy that ensures Liberty University is compliant with the complaint resolution process through SCHEV.

#### Definition of Glossary Terms

None specified

### Procedural Information

#### Procedures

Once a student has exhausted all complaint/grievance resources at the university and the complaint remains unresolved, the student may file a formal complaint with SCHEV <https://form.jotform.com/61675518201150> ?

#### Sanctions

None specified

#### Exceptions

None