

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), or in person. All official complaints may be directed to the University Ombudsman via email (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