

Mississippi SARA Student Complaint Process

a. Please describe the state's process for handling student complaints about SARA-participating institutions.

The Mississippi Commission on College Accreditation (Commission or MCCA) has the authority to address possible violations of its standards and regulations, policies and procedures, as well as address possible violations of an institution's own policies and procedures. A formal complaint with the Mississippi Commission on College Accreditation must be submitted using the MCCA Student Complaint Form within two years of the incident about which the complaint is made. The process does not apply to complaints related to student grades or discipline/conduct matters.

In order for MCCA to initiate an investigation of a student complaint, the following must be true: 1. The complaint must be in writing; 2. The student must have exhausted all available grievance procedures established by the institution; 3. The student did not receive a satisfactory resolution and is contacting MCCA as a last resort in the grievance process; 4. The student has submitted the complaint to MCCA using MCCA's Student Complaint Form; 5. The student complaint contains a detailed description of the claim, including dates, times, and full names of all involved, as well as the actions taken by both the student and the institution to resolve the matter; 6. The student has signed the form attesting to the truth and accuracy of the complaint; 7. The student recognizes that MCCA will not investigate anonymous complaints and that by signing the form, the student acknowledges that MCCA may share the information provided with the institution or other relevant organizations or state agencies in order to help resolve the dispute. MCCA does not guarantee a resolution resulting from this submission or its investigation into the allegation. EMAIL THE COMPLAINT TO: Dr. Sheriece Robinson srobinson@mississippi.edu OR MAIL THE COMPLAINT TO: Mississippi Commission on College Accreditation Attention: MCCA Student Complaints 3825 Ridgewood Road Jackson, MS 39211 The student complaint must be received within two (2) years of the occurrence. Upon receiving a student complaint, MCCA will facilitate an investigation if the matter being disputed falls within its jurisdiction. If preliminary findings indicate a violation of MCCA regulations by the institution, MCCA shall attempt to resolve the complaint through mediation. All parties will be notified in writing of the outcome of the investigation. If the complaint is outside of MCCA's jurisdiction, it may be directed to another agency that is authorized to address the concerns, if appropriate. MCCA may contact the student to submit further details or to submit documented evidence of the allegations against the institution. Students should not submit original documents as they may not be returned. Student complaints will be examined to determine factual basis. Depending on the nature of the complaint, investigation and facilitation could require several weeks or months to complete.

b. Web link for the state's SARA Student Complaints Process.

http://www.mississippi.edu/mcca/student_complaint_process.asp

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c. Who is the contact person for receiving SARA student complaints?

Contact Name: Dr. Sheriece Robinson

Title: Director of Regulatory Affairs

Agency: Mississippi Institutions of Higher Learning

Address: 3825 Ridgewood Dr

Email: srobinson@mississippi.edu

Phone:

URL:

d. Clarifying comments: