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CONSUMER INFORMATION

Consumer Complaints

The University of North Georgia desires to resolve student grievances, complaints and concerns in an expeditious, fair and amicable manner. Complaints regarding any aspect of UNG operations should be filed internally to UNG authorities first and then, if necessary, to external authorities. Contact information for filing complaints is given below.

External UNG Complaints

Accreditor

Instructions for filing a complaint with our regional accreditor, Southern Association of Colleges and Schools (SACS): Complete the Commission's Complaint Form and send two print copies to the President, Southern Association of Colleges and Schools Commission on Colleges, 1866 Southern Lane, Decatur, GA 30033-4097. (To access the Commission's complaint policy, procedures, and the Complaint Form, please see [Complaint Procedures Against the Commission or Its Accredited Institutions.](#)) Please read the document carefully before submitting a complaint. Note that the complaint policy only addresses significant, documented, alleged non-compliance with the SACSCOC accreditation standards, policies or procedures. Complainants are expected to have attempted to resolve the issue through the institution's complaint processes before filing a complaint with SACSCOC. The SACSCOC complaint process is not intended to be used to involve the Commission in disputes between individuals and member institutions or to cause the Commission to interpose itself as a reviewing authority in individual matters; nor does the policy allow the Commission to seek redress on an individual's behalf. The primary purpose of the SACSCOC complaint procedure is to acquire valuable information regarding an accredited institution's possible non-compliance with accreditation standards, policies and procedures rather than to resolve individual disputes. Complaints must be tied to specific standard numbers from [The Principles of Accreditation: Foundations for Quality Enhancement](#)

For Federal Financial Aid and other federal obligations:

Instructions for filing a complaint with the U.S. Department of Education in regard to Title IV (financial aid, civil rights violations or discrimination) can be found [here](#).

Complaint resolution contacts by state:

UNG desires to resolve student grievances, complaints and concerns in an expeditious, fair and amicable manner. **Students residing outside of the State of Georgia while attending UNG who desire to resolve a grievance should follow the College's procedure on pg. 48 of the [NGCSU Student Handbook](#) or the [GSC Student Handbook](#).**

However, if an issue cannot be resolved internally, you may file a complaint with your State. The Student Grievance Contact Information for Individual States provides phone numbers, emails and/or links to state education agencies and is linked here: These new regulations require us to provide prospective and current students with contact information for filing complaints with the appropriate agency in the state where the student resides. Please click on your state to be connected to the contact form should you have a complaint about UNG.

Internal UNG Complaints

Provost - Dr. Richard Oates, Associate Provost for Academic Administration, [706-864-1840](#).

Student Affairs - Ms. Alyson Paul, Assistant Vice President of Student Affairs and Dean of Students, [706-864-1900](#).

Student Accounts - Ms. Charlotte Wade, Bursar, [706-864-1407](#).

Student Ombudsperson - Ms. Mary Newburn, [706-864-1818](#).

[Alabama](#) [Alaska](#) [Arizona](#) [Arkansas](#) [California](#) [Colorado](#) [Connecticut](#) [Delaware](#) [District of Columbia](#) [Florida](#) [Georgia](#) [Hawaii](#) [Idaho](#) [Illinois](#) [Indiana](#) [Iowa](#) [Kansas](#) [Kentucky](#) [Louisiana](#) [Maine](#) [Maryland](#) [Massachusetts](#) [Michigan](#) [Minnesota](#) [Mississippi](#) [Missouri](#) [Montana](#)



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