



3825 Ridgewood Road ♦ Jackson, MS 39211 ♦ Phone (601) 432-6372 ♦ www.mississippi.edu/mcca/

***Filing a Student Complaint
Regarding an MCCA Authorized Postsecondary Institution***

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.

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 to months to complete.

Mississippi Commission on College Accreditation

**STUDENT COMPLAINT FORM
MCCA Authorized Postsecondary Institutions**

Student Information					
Full Name <i>(clearly printed)</i>				Daytime Telephone Number	
Address					
City		State		Zip	
School Information					
School Name					
School Address					
School City			State		Zip
Name of Program:			Program Start Date:		Program End Date:
Degree Level <i>(check)</i> :	Associate	Baccalaureate	Master	Doctoral	Other
Current Status <i>(check)</i> :	Attending	Graduated	Terminated/Withdrawn		Other
Last Date of Attendance:					
Complaint Information					
MCCA will not respond to complaints until the student has exhausted all grievance procedures provided by the institution.					
Date(s) of occurrence: _____					
Did you follow the institution's grievance procedure to resolve complaint with the institution? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Whom did you contact? _____ Date contacted: _____					
Provide a detailed explanation of your complaint and what steps, if any, you have taken to resolve the complaint. Specify any pertinent dates, staff you dealt with, monies owed, balances due, etc. Attach additional pages, if necessary, along with legible copies of all relevant documentation. Indicate how you would like to see your complaint resolved.					

By submitting this complaint, you are giving the Mississippi Commission on College Accreditation (MCCA) permission to contact school officials and other agencies and persons about your complaint.					
The information given in this complaint is true and accurate to the best of my knowledge.					
Signature: _____ Date: _____					