

STUDENT COMPLAINTS

Complaint Procedures

VCU's Student Code of Conduct stipulates that the term "student" includes all persons taking courses through VCU, either full-time or part-time, online or in-person, single or dual-enrolled, pursuing undergraduate, graduate or professional studies.

Students who have a complaint related to an online course or program should take the following steps:

1. Based on the nature of the complaint, follow the student complaint resolution process for the applicable policy in VCU's policy library (<https://policy.vcu.edu/>).
2. The State Council of Higher Education for Virginia (<http://www.schev.edu/home/>) (SCHEV) retains oversight to coordinate the resolution of complaints from students enrolled under the auspices of the State Authorization Reciprocity Agreement (<https://www.nc-sara.org/sara-states/>) (SARA). For complaints against the university or its officials that remain unresolved after following all applicable university processes, students may follow the SCHEV complaint process (<https://www.schev.edu/students/resources/student-complaints/>) and contact them at (804) 225-2600. Please note that complaints about grades or conduct may not be appealed to SCHEV.

Note: Students living outside of Virginia in a SARA member state should follow the complaint resolution process outlined in steps 1 and 2 above. Additionally, students can file a complaint using the out-of-state complaint information (https://docs.google.com/spreadsheets/d/1Eudvnfh9zN4eFjTfiZaJ0ieu7ft6RI4PzIlmDFJHK_g/edit?gid=0#gid=0). They may also review and follow SARA's complaint resolution policies and procedures by visiting the official SARA Student Complaints website (<https://www.nc-sara.org/sara-student-complaints-0/>).

Complaints for Non-SARA States

After exhausting internal avenues, students residing outside of Virginia in non-SARA member states or territories may file a formal complaint with their home state authorizing agency by using the information below:

California:

The California complaint procedures are available on the Department of Consumer Affairs website (https://www.dca.ca.gov/consumers/complaints/oos_students.shtml/). Students may contact them at (833) 942-1120 or dca@dca.ca.gov.

Territories:

The following U.S. territories are not participating in SARA: American Samoa, Guam, Marshall Islands, Federal States of Micronesia, Northern Mariana Islands, and Palau. If students are located in one of these U.S. territories, they may use the out-of-state complaint information (https://docs.google.com/spreadsheets/d/1Eudvnfh9zN4eFjTfiZaJ0ieu7ft6RI4PzIlmDFJHK_g/edit?gid=0#gid=0) to file a complaint.