

- 4.5** The institution has adequate procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints. (See Commission policy “Complaint Procedures for the Commission or its Accredited Institutions.”) **(Student complaints)**

Judgment of Compliance

Compliance

Narrative

Albany State University (ASU) has formal, published procedures for addressing student complaints. Albany State University also follows these procedures when resolving complaints and issues.

Academic Grievances

Procedures for student academic grievances are described in detail in the Albany State University Student Handbook [\[1\]](#). This document is also available on the web.

The Office of Academic Affairs facilitates committees which meet to review petitions submitted by students who may have academic issues including suspension for academic performance.

The Office of Financial Aid, as part of the Department of Education’s regulations to deliver Title IV financial aid, has published Satisfactory Academic Progress Policy and Guidelines [\[2\]](#) in regards to academic issues. These guidelines, which include a grievance policy, are provided to the students in written form and also published on the University’s web page.

The Albany State University Ombudsman, which is located under the Office of Student Affairs, also investigates complaints. These complaints range from bad conduct to academic fraud.

Non-Academic Grievances

Albany State University is in compliance with the Americans with Disabilities Act [\[3\]](#) and complies with all federal and state regulations. These regulations included Equal Opportunity and Sexual Harassment [\[4\]](#) and these policies prohibit discriminations and harassment against students and employees. These policies and procedures which describe information on how to file a complaint are maintained by Office of Human Resources, The Ombudsman and also in the Student Handbook.

Processes are also available to appeal financial aid decisions as well as denial of admission to the University. These procedures are described in detail in the Undergraduate [\[5\]](#) (Financial Aid, page 25). Graduate Catalog page 28 [\[6\]](#) and Graduate Handbook [\[7\]](#) (Parking Citations, page 29).

General Grievance Procedures

General grievance procedures for all students are described in detail in the Student Handbook page 55 [\[1\]](#).

Supporting Documentation

- [1] [Procedures for Academic Grievances, ASU Student Handbook \(pages 55-58\)](#)
- [2] [Satisfactory Academic Progress Policy and Guidelines, ASU Office of Financial Aid](#)
- [3] [Compliance with the Americans with Disabilities Act, American With Disabilities Act of 1990](#)
- [4] [Sexual Harassment, ASU Student Handbook \(page 52\)](#)
- [5] [Appeal Process, ASU Undergraduate Catalog \(page 25\)](#)
- [6] [Appeal Process, ASU Graduate Catalog \(page 28\)](#)
- [7] [Parking Citation Appeal, ASU Graduate Handbook \(page 29-30\)](#)