

All complaints must follow the institution's standard procedure for resolution as outlined in the Complaint and Grievance Procedures section of the College Catalog and Student Handbook. If, after following the institution's standard procedure for resolution, an online student residing outside the State of Alabama does not feel this process provided a satisfactory resolution, the student may visit the NC-SARA Student Complaint Process at <https://www.nc-sara.org/student-complaints>. Grade appeals and conduct complaints are expressly excluded by NC-SARA.