

Grievance Policy and Formal Complaint Procedures

Southeastern Baptist College is committed to maintaining a Christ-centered academic community characterized by fairness, respect, reconciliation, and the orderly resolution of student concerns. The College seeks to comply with all applicable standards of the Association for Biblical Higher Education (ABHE), the Mississippi Commission on College Accreditation (MCCA), and the National Council for State Authorization Reciprocity Agreements (NC-SARA).

This policy applies to all students enrolled in traditional, online, dual-enrollment, dual-credit, and other distance education courses and programs offered by Southeastern Baptist College.

Complaints involving Title IX matters, harassment, discrimination, or sexual misconduct will be addressed according to the College's separate policies governing those matters.

Students are encouraged to resolve concerns informally whenever possible before initiating a formal grievance.

Step 1: Filing a Formal Complaint

A student wishing to lodge a formal complaint must complete a Student Grievance Form, available through the Office of the Registrar or pages , and submit it to the appropriate Southeastern Baptist College administrator based on the nature of the complaint.

Academic Affairs

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Dean of Academic Affairs

Southeastern Baptist College

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Student Affairs

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Philosophical or Institutional Matters

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Step 2: Review and Investigation

After submitting a written complaint, the student can expect acknowledgment of receipt within two (2) business days. The appropriate College official will review the complaint and investigate the matter.

If the matter cannot be resolved during the investigation period, a meeting will ordinarily be convened within two (2) weeks of the filing of the complaint. Only one grievance may be considered at a time.

The goal of the meeting is reconciliation and resolution among all parties involved. During the meeting, the following guidelines shall apply:

- Prayer and, when appropriate, Scripture may be included.
- Christian character and mutual respect must be maintained by all participants.
- Participants shall be permitted to speak without interruption.
- The student may present witnesses or supporting documentation.
- All parties will have an opportunity to be heard.
- An effort will be made to identify the root causes of the concern.
- If reconciliation cannot be achieved, the College may appoint an impartial mediator to assist in resolving the matter.

- If disciplinary action is warranted, the appropriate College officials will communicate the decision and maintain documentation in the student's file.

Step 3: Appeal Process

If the student is dissatisfied with the outcome of the investigation, the student may submit a written appeal to the President of Southeastern Baptist College within ten (10) business days of receiving the decision.

The President will review the appeal and may convene a meeting with the parties involved. The President's decision shall constitute the final institutional decision.

Step 4: External Complaint Process

Students must exhaust all grievance procedures established by Southeastern Baptist College before submitting a complaint to any external agency.

Students who remain dissatisfied after completing the College's grievance process may contact the College's accrediting agency or the appropriate state agency.

Association for Biblical Higher Education (ABHE)

5850 T. G. Lee Boulevard, Suite 130

Orlando, Florida 32822

(800) 621-7440 or (407) 207-0808

www.abhe.org

Students should review ABHE's Complaint Policy and complete the appropriate complaint form before contacting the agency.

Mississippi Commission on College Accreditation (MCCA)

The Mississippi Commission on College Accreditation serves as Mississippi's SARA Portal Entity.

3825 Ridgewood Road

Jackson, Mississippi 39211

(601) 432-6372

<https://www.mississippi.edu/mcca/>

Students enrolled in online, dual-enrollment, dual-credit, and other distance education programs who have exhausted all institutional remedies may submit a complaint to MCCA in accordance with SARA policies.

Complaints submitted to MCCA should include documentation demonstrating that all institutional grievance procedures have been completed.

State Authorization Reciprocity Agreement (SARA)

Southeastern Baptist College participates in the State Authorization Reciprocity Agreement (SARA) through membership in NC-SARA. SARA provides reciprocity for students enrolled in Southeastern Baptist College's distance education programs in participating states and territories.

Any student who falls under SARA guidelines and wishes to file a complaint regarding Southeastern Baptist College must first utilize the College's grievance and complaint procedures. If the matter remains unresolved after the College's process has been completed, the student may submit the complaint to the Mississippi Commission on College Accreditation, the designated SARA Portal Entity for Mississippi.

Additional information regarding SARA policies and procedures may be found at www.nc-sara.org.

Mississippi State Approving Agency (SAA)

The Mississippi State Approving Agency serves as the approving authority for educational and training programs for veterans and other GI Bill beneficiaries.

Students receiving veterans' educational benefits should first follow the College grievance procedures. If the matter remains unresolved, complaints may be directed to:

saa@msva.gov

It is the teaching and expectation of Southeastern Baptist College that members of the College community follow the principles of Matthew 18 in seeking reconciliation and resolving disputes.