



SARA North Carolina Complaints/Grievances

Brunswick Community College's [Student Grievance Policy](#) and [Grievance Form](#) are available on the College's website. This procedure applies to all students regardless of their location. For more information, contact:

Dr. Denise Houchen-Clagett, Vice President of Student Affairs
Address: PO Box 30; Supply, NC 28462
Email: houchen-clagett@brunswickcc.edu
Telephone: 910.755.7472

If the complaint cannot be resolved after exhausting the grievance procedure at BCC, the individual may file a complaint with their state of residence. The [Student Complaint Policy](#) and the [Student Complaint Form](#) are found at the [North Carolina Post-Secondary Education Complaints](#) website. Please review their policy, print and complete the form, and mail it to:

North Carolina Post-Secondary Education Complaints

c/o Student Complaints
223 S. West Street, Suite 1800; Raleigh NC 27603
Phone: 919-962-4550
Website: [North Carolina Post-Secondary Education Complaints](#)

Students not residing in North Carolina and enrolled in a North Carolina institution that operates under SARA North Carolina may submit complaints to the state portal agency, North Carolina State Education Assistance Authority (NCSEAA), only after completing the BCC complaint process. SARA North Carolina's [Complaint Process](#) and [Complaint Form](#) may be found on the [SARA North Carolina](#) website.

SARA North Carolina

North Carolina State Education Assistance Authority
P.O. Box 41349
Raleigh, NC 27629
Phone: 855-SARA-1-NC (855-727-2162)
Phone: 919-248-4667
Email: information@saranc.org
Website: www.saranc.org

For students residing outside of North Carolina, each SARA Member state has a [liaison office](#). If an issue cannot be resolved through the grievance procedure, a student who resides outside the state of North Carolina may file a complaint with their [state of residence](#). BCC is accredited by the Southern Association of Colleges and Schools Commission on Colleges ([SACSCOC](#)) to award associate degrees, diplomas, and certificates. Students who file a complaint with the accrediting agency should follow the [SACSCOC Complaint Procedure](#) (PDF). Complaints may be filed with the Commission only if there is evidence that appears to support significant non-compliance with a SACSCOC requirement or standard by BCC. The contact information for SACSCOC is:

Southern Association of Colleges and Schools Commission on Colleges

1866 Southern Lane

Decatur, Georgia, 30033-4097

Telephone: 404-679-4500

Website: www.sacscoc.org