

Student Complaint Procedures

A complaint may be initiated by a student, when he/she feels that they have been treated unjustly. To file a complaint regarding CCC or any of its staff and faculty, students should follow the procedures below:

1. First attempt to resolve the issue informally. If the informal process does not resolve the issue, the student may file a grievance in regards to the student discipline or academic issue which he/she believes impedes academic studies, student life, or spiritual growth.
2. Submit a Student Complaint Form. Forms can be found in the office of Student Services. The form should be turned-in to the office of Student Services.
3. After receipt of the complaint, the VP of Student Service will investigate the matter unless the complaint is against him/her. At that point, the Executive Vice President will be in charge of investigating the matter. The process may require contacting all parties involved including the student.
4. Once all the information has been gathered, the VP of Student Services will meet with the student and inform her/him of the outcome. Documentation of the results will be placed in the student's file, located in the Registrar's office.

If a student feels that he/she has not been treated fairly in the process outlined or that the issue has not been resolved, then he/she may report the incident to the following agencies:

Transnational Association of Christian Colleges and Schools

The student may reach TRACS by mail at P. O. Box 328, Forest, VA 24551; by Telephone at (434)-525-9539; or by E-mail atinfo@tracs.org. Directions for filing are found at:

- <http://championchristiancollege.com/wp-content/uploads/2019/03/TRACS-Complaint-Policy.pdf>
- <http://championchristiancollege.com/wp-content/uploads/2019/03/TRACS-ComplaintInformation-Sheet.pdf>
- <http://championchristiancollege.com/wp-content/uploads/2019/03/TRACS-Complaint-Form.pdf>

Arkansas Department of Higher Education

Students must follow the institution's published student grievance process before contacting the Arkansas Department of Higher Education (ADHE). Grievances regarding student grades or conduct violations are governed entirely by institutional policy and Arkansas law and will not be considered by ADHE. If a student must report an unresolved grievance, the student may contact

ADHE at ADHE_Info@adhe.edu. Resolutions by ADHE are final. Students must submit a written grievance to ADHE. The grievant also must provide written documentation from the college/university verifying that the institution's appeal process has been followed. Below is the ADHE grievance form.

- <https://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisorycommittee/grievance-form>

Department of Education

Students must follow the institution's published student grievance process before contacting the Federal Department of Education (ED). Grievances regarding student grades or conduct violations are governed entirely by institutional policy and Arkansas law and will not be considered by ED. Students must submit an electronic grievance form to ED. The grievant also must provide written documentation from the college/university verifying that the institution's appeal process has been followed. Below is the link to the ED electronic grievance form.

- https://feedback.studentaid.ed.gov/s/loginselection?language=en_US&_ga=2.162390652.100626284.1551891439-2091835821.1551891398

The Vice President of Student Services, located on the 2nd floor of Champion Hall, is available to explain the formal grievance process and guide the grieved student therein. Records are maintained in the office of the Vice-President of Student Services.

Academic Records Privacy Rights

CCC complies fully with the Family Educational Rights and Privacy Act (FERPA) of 1974 which protects the privacy of educational records, to establish the right of students to inspect and review their educational records, and to provide guidelines for the correction of inaccurate or misleading data. As a general rule, a student's academic record is confidential and will not be released to unauthorized persons without written approval from the student. Directory-type information, including name, photograph, degree, enrollment status, participation in recognized activities and sports, degrees, honors, scholarships, and awards is considered public information and may be made available unless the student requests nondisclosure for the enrollment period. A student has the right to file a complaint with the U.S. Department of Education concerning failures of the College to maintain the requirements of FERPA at:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington DC 20202-4605