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Correction to Student General Complaint Procedures, add information specific to residents of the State of Maryland.
Changes highlighted.

Student General Complaint Procedures
If you have a complaint or problem you are encouraged to follow this procedure:

1. You should discuss complaints with the individual(s) within the appropriate department. Initial discussion should be with the person most knowledgeable of the issues involved or with immediate decision-making responsibility.

2. If you feel that the complaint has not been fully addressed, a written account should be submitted to the Dean of Student Affairs if related to non-academic issues or to the Dean of Academic Affairs for academic issues. The written account should indicate your name, phone number, and ID and discuss the steps you have taken to remedy the situation.

3. The appropriate South University staff member or department will be notified of the complaint. A follow-up meeting with you and the Dean of Student Affairs and/or Dean of Academic Affairs will be held within ten school days of the date of the written complaint in an effort to resolve the issue.

4. If you are not satisfied with the results, you may file an appeal with the President’s Office. The appeal should be in writing and contain your name and phone number. You should summarize the steps you have taken to remedy the situation and indicate why the results are not satisfactory. You will hear the results of the appeal within ten class days from the date the appeal is received.

5. If you follow this complaint procedure and still feel dissatisfied with the results you may send a written copy of the complaint to:

Arizona Students
Arizona State Board for Private Post-Secondary Education
1400 West Washington, Room 260
Phoenix, AZ 85007
(602) 542-5709
Website: http://www.azppse.gov/

Georgia Students
Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220
Tucker, GA 30084
(770) 414-3300

South Carolina Students
South Carolina Commission on Higher Education
122 Lady Street, Suite 300
Florida Students
Florida Department of Education, Commission for Independent Education
325 West Gaines St, Suite 1414
Tallahassee, FL 32399-0400
(850) 245-3200

Virginia Students
State Council of Higher Education for Virginia Private and Out-of-State Postsecondary Education
101 N. 14th Street, 9th Floor - James Monroe Building
Richmond, VA 23219
(804) 225-2600

Texas Students
Texas Higher Education Coordinating Board
1200 East Anderson Lane
Austin, TX 78752
PO Box 12788
Austin, TX 78711-2788
(512) 427-6101

Ohio Students
Ohio State Board of Career Colleges and Schools
30 East Broad St, Suite 2481
Columbus, OH 43215
(614) 466-2752

Ohio Board of Regents
30 East Broad Street, 36th Floor
Columbus, OH 43215-3414
(614) 466-6000

Alabama Students
Department of Postsecondary Education
135 S Union St
Montgomery, AL 36104-4340

Michigan Students
Department of Licensing and Regulatory Affairs Bureau of Commercial Services Enforcement Division
PO Box 30018
Lansing, MI 48909
(517) 241-9202

**North Carolina Students**
University of North Carolina General Administration  
910 Raleigh Rd  
PO Box 2688  
Chapel Hill, NC 27514  
(919) 962-1000

**Maryland Students**
If a complaint cannot be resolved after exhausting the institution’s complaint procedures, the student may file a complaint with the:
Office of the Attorney General of the Maryland Higher Education Commission  
6 N. Liberty Street  
10th Floor  
Baltimore, MD 21201  
http://www.mhec.state.md.us.

South University is subject to investigation of complaints by the Office of the Attorney General of the Maryland Higher Education Commission.

You may also contact:
Southern Association of Colleges and Schools Commission on Colleges  
1866 Southern Lane  
Decatur, Georgia 30033-4097  
(404) 679-4500

Please refer to the school’s Arbitration Policy for additional information regarding disputes or claims.