



# **Technical College**

## System of Georgia

---

# **Resolving Student Complaints**

Terry L. Gainer  
Retention Specialist

# Our Role

Our role is to ensure the colleges have proper policies and procedures in place and that those are followed when complaints are sent to our office

# Student Affairs Resolution Model

Assess the Complaint

Determine the Approach

Collaborate with College

Present a Resolution

# Assess the Complaint

- Review the inquiry – either by email or **Program Integrity Complaint Form**
- Gather and additional information

# Program Integrity Complaint Form

[HOME](#) >> [ABOUT TCSG](#) >> [SYSTEM OFFICE SERVICES](#) >> [OFFICE OF TECHNICAL EDUCATION](#) >> [PROGRAM INTEGRITY COMPLAINT FORM](#)

Search here..



## Quick Links

[Meet Our Students](#)

[Free Tuition](#)

[Adult Education | GED](#)

[Online Learning](#)

[Georgia College & Career Academies](#)

## Student Complaint Form

**Institution of Occurance \***

**Complainant's Title \***

**Complete Name \***

Is there anything I can help with?



# Determine the Approach

- Has the student followed the policy for filing a grievance?

# Collaborate with College

- Discuss the inquiry with the college
- Work with college to gather additional resources to support the decision that was provided to student
- Determine follow-up method (system office or college)

# Present a Resolution

- Share the results of the inquiry with the student
- Provide any next steps, (contact names and numbers and/or email addresses)



TOP



Academic Affairs Student Complaints

# General College Policy vs. Specific Program Requirement

# How to File A Student Complaint

# Syllabus Inconsistencies

# Grade Appeals

# Licensure Programs



# Technical College

## System of Georgia

**Terry L. Gainer**

[tgainer@tcsg.edu](mailto:tgainer@tcsg.edu)

404.679.1781