

Student Complaint Procedure

Lubbock Christian University students and prospective students with a complaint may register their complaint as follows:

1. Complaints
 - a. Complaints must be submitted on a complaint form, which is available on the student right-to-know web page.
 - b. The Executive Vice President will refer the complaint to the appropriate administrator.
 - c. The administrator will investigate the complaint and, as necessary, meet with the complainant and/or other parties.
 - d. Administrators must provide a written response to the complainant within four business weeks of receiving the complaint.
2. Appeal
 - a. Complainants desiring to appeal a decision may submit a signed statement of appeal within two business weeks of the decision to the Office of the President, Lubbock Christian University, 5601 19th Street, Lubbock, TX 79407.
 - b. The Office of the President or designee will review the appeal and may choose to meet with the student and/or other parties.
 - c. The Office of the President will respond in writing concerning the disposition of the appeal within two business weeks of receiving the appeal.

Academic appeals, grade appeals, appeals of academic integrity sanctions, medical appeals, traffic ticket appeals, and student discipline appeals are considered appeals and not complaints. Appeal procedures are published in the student handbook and/or university catalog.

After exhausting each procedural step of the student complaint procedure, students not satisfied with the outcome may file a complaint with the appropriate agency:

1. The Texas Higher Education Coordinating Board—Must submit the required forms available on the [Student Complaints site of the Texas Higher Education Coordinating Board](#), delivered by email to StudentComplaints@theccb.state.tx or by mail to the Texas Higher Education Coordinating Board, Office of General Counsel, P.O. Box 12788, Austin, TX 78711-2788.
2. For complaints related to Title IX—Office of Civil Rights, U.S. Department of Education, 1999 Bryan St., Suite 2600, Dallas, TX 75201.
3. For complaints related to the Graduate School of Theology, contact the Association of Theological Schools in writing, 10 Summit Park Drive, Pittsburg, PA 15275; 421-788-6505; www.ats.edu.
4. For complaints related to accreditation standards, [Commission on Colleges of the Southern Association of Colleges and Schools](#), 1866 Southern Lane, Decatur, GA 30033-4097; 404-679-4500.