



## **TRANSNATIONAL ASSOCIATION OF CHRISTIAN COLLEGES AND SCHOOLS**

### **COMPLAINT INFORMATION SHEET (For Complaints against Member Institutions)**

The following information is provided for persons wishing to file a complaint regarding an institution accredited by the Transnational Association of Christian Colleges and Schools (TRACS). Before filing a complaint, please download all documents in the *Filing a Complaint* packet on the TRACS website ([www.tracs.org](http://www.tracs.org)) under the “Publications & Forms” section.

The Transnational Association of Schools and Colleges (TRACS) values the role of information provided by students, employees, and others in performing its role of monitoring an institution’s compliance with TRACS standards. TRACS is also interested in assuring that member institutions maintain appropriate grievance and due process procedures, assure procedural fairness, and consistently apply their policies and procedures.

Therefore, procedures have been established to provide a mechanism for TRACS to review complaints involving possible significant violations of TRACS’ standards by member institutions and assure the proper and uniform application by institutions of their own policies and procedures, as they relate to TRACS Standards. All member institutions are required to have in place adequate procedures for addressing complaints by students and faculty.

TRACS only considers complaints which are in accordance with the following *Principles and Procedures*:

- The complaint or allegation contains no defamatory statements.
- All attempts have been taken to resolve the issue through all formal means available to the complainant, including the institution’s published grievance and due process procedures, before the complaint is submitted to TRACS.
- The complaint is not currently in an institution’s formal proceedings or in litigation. (TRACS may, at its discretion, choose to proceed with the review in such cases if there is substantial, credible evidence that indicates systemic problems with the institution against which a complaint has been filed or if a delay would hurt students enrolled in the institution.
- Complaints are submitted in writing on the TRACS *Complaint Processing Form* and in accordance with the provisions detailed on the TRACS *Complaint Information Sheet*. (Complaints made verbally, sent electronically, or sent through facsimile transmission will not be accepted)
- Two hard copies of all materials are sent to: President, Transnational Association of Christian Colleges and Schools, 15935 Forest Rd., Forest VA 24551.
- TRACS will not act on complaints submitted on behalf of another individual, are anonymous, or complaints sent through channels other than those provided.

The TRACS complaint procedures are for the purpose of addressing any significant noncompliance by member institutions with TRACS' Standards, policies, or procedures. The TRACS complaint policy is not designed to involve TRACS either as an arbiter in disputes between individuals and member institutions, or as a reviewing authority in individual matters concerning an institution's normal role in the daily functioning of the institution including disciplinary matters or contractual rights. TRACS does not act as a grievance panel for cases where the outcome of a grievance is unsatisfactory to a complainant.

### **How to File a Complaint against an Institution Accredited by TRACS**

1. An individual may make an inquiry to TRACS regarding complaint procedures or about issues and concerns that could be considered complaints, at which time TRACS will direct the individual to the TRACS website ([www.tracs.org](http://www.tracs.org)) with instructions to download the packet containing the *Policies and Procedures for Complaints against Member Institutions*, the TRACS *Complaint Information Sheet*, and the TRACS *Complaint Processing Form*. However, TRACS' response and its obligations to meet the specific timetables outlined in these procedures will begin only after the complainant submits all documents required in the TRACS *Complaint Information Sheet*.
2. A formal complaint is one that is:
  - a. Submitted in writing using the TRACS *Complaint Processing Form* (including answering fully all the questions and attaching all required supporting documentation),
  - b. Signed, and
  - c. Sent to the attention of the President of TRACS by the complainant(s). Complaints which are not in writing, anonymous, or sent electronically or through facsimile transmission will not be considered.
3. Two hard copies of the fully completed TRACS *Complaint Processing Form* and all supporting documents are to be sent to: President, Transnational Association of Christian Colleges and Schools, 15935 Forest Rd., Forest VA 24551. (not electronically nor through facsimile transmission).