

# Complaints

## Filing Complaints with Accreditor, State Agency, or Other Relevant Official

Initially, a student should pursue any concern about Southern West Virginia Community and Technical College through the Student Grievance Process that Southern provides.

Most complaints can be resolved at the college level. For information or questions about this procedure, contact the Chief Student Services Officer, [Darrell.Taylor@southernwv.edu](mailto:Darrell.Taylor@southernwv.edu), 304-896-7432. If your complaint is not resolved at the institution, you may present your complaint as follows:

- If your complaint is associated with Southern's compliance with academic program quality and accrediting standards, you may file a complaint with the [Higher Learning Commission](#), the agency that accredits the institution.
- If the complaint is in reference to a specific program that holds accreditation, you may contact the appropriate agency to register your complaint: [College Accreditation Agencies](#).
- For all other complaints about Southern that are not about compliance with academic program quality and accrediting standards, you may file a complaint:

At the [West Virginia Community and Technical College System](#)

To the [West Virginia State Attorney General](#)