

## Student Complaint Policy

Wayland Baptist University is committed to addressing student concerns in a timely and appropriate manner. The university has developed a series of policies and procedures that provide students the opportunity to file a grievance within the university. These include policies and procedures related to harassment, discrimination, grade appeals, and other academic appeals which are described in the *WBU Student Handbook*. Students should consult the [WBU Student Handbook](#) and follow these policies to as the first step in attempting to resolve a student grievance. For a complaint that is not covered by the policies or procedures described in the *Student Handbook*, the student should make the nature of the complaint known to the university by sending an email to the appropriate Vice-President. The student will receive a response within ten working days.

States not under NC-SARA

If a person whose home state is California or Massachusetts, bringing a complaint is not satisfied with the outcome of the institutional process for handling complaints stated above please contact your state entity below.

California Bureau for Private Postsecondary Education

Laura N. Metune

Bureau Chief

Bureau for Private Postsecondary Education

916-431-6930

[laura.metune@dca.ca.gov](mailto:laura.metune@dca.ca.gov)

Massachusetts Department of Higher Education

Academic Policy Staff

Massachusetts Department of Higher Education

617-994-6922

[approvalquery@bhe.mass.edu](mailto:approvalquery@bhe.mass.edu)

Accrediting Agency:

Wayland Baptist University is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award baccalaureate, masters, and doctorate degrees. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033 or call 404-679-4500 for questions about the accreditation of Wayland Baptist University.