Complaint Process for Online Students

All complaints must follow the institution’s standard procedure for resolution as outlined in the CACC
Student Handbook. If, after following the institution’s standard procedure for resolution, an online
student residing outside the State of Alabama does not feel this process provided a satisfactory
resolution, the student may visit the NC-SARA Student Complaint Process at https://www.nc-sara.org/student-complaints. Grade appeals and conduct complaints are expressly excluded by NC-SARA.