

Adopted: 10/14/2025

Sandhills Community College values feedback from students, employees, and members of the public. The College provides a fair and accessible process for submitting complaints related to College operations, services, or adherence to its mission and core values.

Members of the public who wish to submit a complaint or express a concern should use the College's official online form available at: <https://www.sandhills.edu/about/incident-reporting.html>

The College reviews all submitted complaints promptly and addresses them in a manner consistent with College policy and applicable law.

If an individual believes that the College's complaint process was not followed appropriately, they may file a complaint with the North Carolina Community College System Office (NCCCSO) in accordance with *1B SBCCC 300.1 – Complaint Procedure*.

The College is a member of the North Carolina Community College (NCCC) System. If an individual is dissatisfied with the result of a complaint within the College, they may file a complaint with the NCCC System. The contact information for the NCCC System Office is:

North Carolina Community College System Office
200 West Jones Street
Raleigh, NC 27603
Telephone: 919-807-7100
Website: <https://studentcomplaints.northcarolina.edu/form>