

STUDENT COMPLAINT PROCESS

Participants in Title IV Federal Financial Aid under the Higher Education Act of 1965, as amended, are required to direct students to a state agency for assistance with unresolved complaints. Related regulations require all Title IV participating institutions, regardless of the origin of their state authorization to operate, to comply with state agency complaint process and to communicate such information publicly. Under Federal regulations rule 34 CFR §600.9 and §668.43(b), Title IV eligible institutions must make available to students or prospective students, upon request, a copy of the documents describing the institution's accreditation and state authorization. The institution must provide its students or prospective students with contact information for filing complaints with its accreditor and the state. Information for students to file a complaint with a particular agency can be found in the following information:

Complaints Related to Quality of Education:

A student MUST first exhaust the complaint/grievance procedures established by the institution. Complaints related to quality of education should be submitted to the Pennsylvania Department of Education. The Student Complaint form may be found at the following URL: <https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx>

Complaints Related to Accreditation

Complaints related to postsecondary accreditation should be submitted to the Middle States Commissions on Secondary Schools. Information how to contact the commission can be found at the following URL: <https://www.msa-cess.org/>

Complaints Related to Licensure:

Complaints related to postsecondary licensure should be submitted to the Pennsylvania Department of State. The Student Complaint form may be found at the following URL: <https://www.dos.pa.gov/ProfessionalLicensing/FileaComplaint/Pages/default.aspx>

Complaints Related to Consumer Protection Laws:

Complaints related to consumer protection should be submitted to the Pennsylvania Attorney General's Office. Additional information relative to consumer protection may be found at the following URL: <https://www.attorneygeneral.gov/submit-a-complaint/consumer-complaint/>