

Student Complaint Resolution

- Widener University participates in Federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. Participating institutions must be legally authorized to operate with the state in which it is located. Title 34 CFR §600.9 requires states to have a "process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws." Title 34 CFR §668.43(b) requires that institutions:

"make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint."

To comply with this regulation, Widener University provides the following information to our prospective and current students.

Widener University makes every effort to resolve student complaints internally, using policies and procedures outlined in the current undergraduate and graduate catalogs or student handbooks. It is expected that students will fully utilize any and all of such administrative procedures to address concerns and/or complaints in as timely a manner as possible. For procedures regarding:

- **Academic Grade Appeal:** refer to <http://www.widener.edu/academics/catalogs/docs/current/UG16Cat.pdf>, 2016-2017, p. 25.
- **Academic Integrity Violations:** refer to <http://www.widener.edu/academics/catalogs/docs/current/UG16Cat.pdf>, 2016-2017, p. 22-24.
- **Non-Academic Complaints:** refers to incidents of unprofessional behavior and other complaints that are not of an academic grade concern. Contact Assistant Dean for Student Conduct.
- **Americans with Disabilities Act:** refer to www.widener.edu/academics/support/disabilities.
- **Equal Opportunity, Harassment and Non-discrimination Policy:** refer to <http://www.widener.edu/academics/handbooks/StudentHandbook16.pdf>, 2016-2017, p.15.
- **Title IX:** refer to <http://www.widener.edu/academics/handbooks/StudentHandbook16.pdf>, 2016-2017, inside cover.
- **Family Educational Rights and Privacy Act (FERPA):** refer to <http://www.widener.edu/academics/catalogs/docs/current/UG16Cat.pdf>, 2016-2017, p. 26.
- **Criminal Activity:** Complaints involving matters of a criminal nature, such as assault, battery and theft should be directed to Campus Safety at 610-499-4200.
- **Understanding, Reporting & Prevent Bias Incidents and Hate Crimes:** refer to <http://www.widener.edu/academics/handbooks/StudentHandbook16.pdf>, 2016-2017, p. 11-12.

In the unlikely event that an issue cannot be resolved by the University, students may file a complaint with their respective State Licensing Authority. For residential students taking courses on-campus, the Pennsylvania Department of Education - Postsecondary and Adult Education would be the applicable

agency. For online students, the state agency would generally correspond with the student's state of residence. These agencies should be contacted only after the student has registered a complaint with the University and has not received a response to the request for resolution. Contact information for all fifty states, the District of Columbia, and U.S. Territories is set forth below.

Unresolved complaints may also be filed with the Middle States Commission on Higher Education, the University's regional accrediting agency, once all other avenues have been exhausted. The link above provides information on its complaint policies and procedures.

Middle States Commission on Higher Education
 3624 Market Street, 2nd Floor West, Philadelphia, PA 19104
 Telephone: (267) 284-5000
 E-mail: info@msche.org Spanish: españolinfo@msche.org
 General Link: www.msche.org

State/District	Student Complaint Information by State and Agency
ALABAMA	Alabama Commission on Higher Education Office of Institutional Effectiveness and Planning PO Box 302000, Montgomery, AL 36130-2000 Telephone: (334) 242-1998 Fax: (334) 242-0268 General Link: http://www.ache.state.al.us/ Alabama Department of Postsecondary Education Office of Private School Licensing Division http://www.accs.cc/complaintform.aspx
ALASKA	Alaska Commission on Postsecondary Education PO Box 110505, Juneau, AK 99811-0505 Telephone: (907) 465-6741 Email: EED.ACPE-IA@alaska.gov General Link: http://acpe.alaska.gov/EDUCATOR-SCHOOL/Postsecondary_Institutions/Cons

ARIZONA	<p>Arizona State Board for Private Postsecondary Education</p> <p>1400 West Washington, Room 260, Phoenix, AZ 85007</p> <p>Telephone: (602) 542-5709</p> <p>Fax: (602) 542-1253</p> <p>https://ppse.az.gov/complaint</p>
ARKANSAS	<p>Arkansas Department of Higher Education</p> <p>114 East Capitol, Little Rock, AR 72201</p> <p>Telephone: (501) 372-2000</p> <p>Email: ADHE_Info@adhe.edu</p> <p>http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations.pdf</p> <p>Arkansas Higher Education Coordinating Board certification does not constitute an endorsement. This certification indicates that certain criteria have been met as required under the rules and regulations implemented by the Board in Arkansas Code §6-61-301.</p>
CALIFORNIA	<p>Bureau for Private Postsecondary Education</p> <p>PO Box 980818, West Sacramento, CA 95798-0818</p> <p>Telephone: (916) 431-9659</p> <p>Fax: (916) 263-1895</p> <p>Web: www.bppe.ca.gov</p> <p>http://www.bppe.ca.gov/enforcement/complaint.shtml</p>
COLORADO	<p>Colorado Department of Higher Education</p> <p>1560 Broadway, Suite 1600, Denver, CO 80202</p> <p>Telephone: (303) 866-2723</p> <p>Fax: (303) 866-4266</p> <p>http://highered.colorado.gov/Academics/Complaints/</p>

CONNECTICUT	<p>Office of Financial and Academic Affairs for Higher Education</p> <p>61 Woodland Street, Hartford, CT 06105-2326</p> <p>Telephone: (860) 947-1822</p> <p>http://www.ctohe.org/StudentComplaints.shtml</p>
DELAWARE	<p>Delaware Department of Education</p> <p>Teacher and Administrator Quality</p> <p>John W. Collette Resource Center</p> <p>35 Commerce Way, Dover, DE 19904</p> <p>Telephone: (302) 857-3388</p> <p>Web: http://www.doe.k12.de.us</p> <p>The Delaware Department of Education will investigate complaints. Such complaints must be in writing and signed by the complainant. Oral, anonymous or unsigned complaints will not be investigated. Until the written complaint is received, no action will be taken.</p>
DISTRICT OF COLUMBIA	<p>Office of the State Superintendent of Education</p> <p>Education Licensure Commission</p> <p>810 First Street, NE, 9th Floor, Washington, DC 20002</p> <p>Telephone: (202) 727-6436</p> <p>Fax: (202) 727-2834</p> <p>http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints</p>
FLORIDA	<p>Commission for Independent Education</p> <p>Florida Department of Education</p> <p>325 W. Gaines Street, Suite 1414, Tallahassee, FL 32399-0400</p> <p>Telephone: (850) 245-0505</p> <p>Fax: (850) 245-3238</p> <p>Email: cieinfo@fldoe.org</p> <p>http://www.fldoe.org/cie/complaint.asp</p>

GEORGIA	Nonpublic Postsecondary Education Commission 2082 East Exchange Place, Suite 220, Tucker, GA 30084-5305 Telephone: 770) 414-3300 Fax: (770) 414-3309 http://www.gnpec.org/forms/pdf%20files/ComplaintProcess.pdf
HAWAII	Department of Commerce & Consumer Affairs Office of Consumer Protection Leiopapa A Kamehameha Building 235 South Beretania Street, Suite 801, Honolulu, HI 96813 Telephone: (808) 587-3222 http://hawaii.gov/dcca/ocp/consumer_complaint
IDAHO	Idaho State Board of Education State Coordinator for Private Colleges and Proprietary Schools PO Box 83720, Boise, ID 83720-0037 Telephone: (208) 332-1587 Email: harv.lyter@osbe.idaho.gov http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp
ILLINOIS	Illinois Board of Higher Education 431 East Adams, 2 nd Floor, Springfield, IL 62701-1414 Telephone: (217) 782-2551 Fax: (217) 782-8548 Email: info@ibhe.org http://www.ibhe.state.il.us/consumerinfo/complaint.htm Institutional Complaint Hotline: (217) 557-7359

	<p>Students seeking to register a complaint about an institution are required to submit the complaint. The process for the maintenance of institutional approvals is described in 23 Illinois Administrative Rules Section 23.100.</p>
INDIANA	<p>Indiana Commission on Proprietary Education Indiana Commission for Higher Education, ATTN: Complaints 101 West Ohio Street, Suite 550, Indianapolis, Indiana 46204-1984 Telephone: (317) 464-4400 ext. 0 Email: complaints@che.in.gov http://www.in.gov/che/2744.htm</p>
IOWA	<p>Iowa College Student Aid Commission 603 E. 12th Street, FL 5th, Des Moines, IA 50319 Telephone: (515) 725-3400 Fax: (515) 725-3401 http://www.iowacollegeaid.gov/constituentrequest.asp</p>
KANSAS	<p>Kansas Board of Regents 1000 SW Jackson, Suite 520, Topeka, KS 66612-1368 Telephone: (785) 296-4917 Fax: (785) 296-7052 http://www.kansasregents.org/private_postsecondary_complaint_process</p>
KENTUCKY	<p>Kentucky Council on Postsecondary Education Director of Postsecondary Licensing 1024 Capital Center Drive, Suite 320, Frankfort, KY 40601 Telephone: (502) 573-1555 Fax: (502) 573-1535 Email: consumercomplaints@ky.gov</p>

	<p>http://www.cpe.ky.gov/policies/academicpolicies/faqs-students.htm</p>
<p>LOUISIANA</p>	<p>Louisiana Board of Regents PO Box 3677, Baton Rouge, LA 70821-3677 Telephone: (225) 342-4253 Fax: (225) 342-9318</p> <p>For academic degree-granting institutions, Louisiana relies on the Consumer Affairs Division http://www.ag.state.la.us/Article.aspx?articleID=36&catID=0</p>
<p>MAINE</p>	<p>Maine Department of Education, Office of Higher Education Services 23 State House Station, Augusta, ME 04333-0023 Telephone: (207) 624-6600 Fax: (207) 624-6700</p> <p>General Link: http://www.maine.gov/education/highered/index.htm</p> <p>Complaints shall be addressed in writing with specific facts and allegations and signed by the individual(s) which are to be investigated.</p> <p>Maine Attorney General Consumer Protection Division 6 State House Station, Augusta, ME 04333</p> <p>http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml</p>
<p>MARYLAND</p>	<p>Saint Francis University's MHS, MMS, and MHRM distance education programs are registered with the</p> <p>Maryland Higher Education Commission 6 North Liberty Street, 10th Floor Baltimore, MD 21201 Fax: (410) 332-0270 Telephone: (410) 260-4500</p> <p>Individuals who wish to submit a complaint may use the following contact information: Maryland Attorney General Consumer Protection Division 200 St. Paul Street, Baltimore, MD 21202 Telephone: (410) 528-8662 or toll free (888) 743-0823 Please see PDF at: http://www.mhec.state.md.us/higherEd/acadAff/MHECStudentComplaintForm.pdf</p>

	<p>More information: http://www.oag.state.md.us/Consumer/complaint.htm</p>
MASSACHUSETTS	<p>Massachusetts Department of Higher Education Office of the General Counsel One Ashburton Place, Room 1401, Boston, MA 02108 Telephone: (617) 994-6950 Fax: (617) 727-0955 http://www.mass.edu/forstudents/complaints/complaintprocess.asp</p>
MICHIGAN	<p>Michigan Department of Licensing and Regulatory Affairs Bureau of Commercial Services, Licensing Division Proprietary School Unit, PO Box 30714, Lansing, Michigan 48909 Fax: (517) 373-3085 http://www.michiganps.net/complaint.aspx</p>
MINNESOTA	<p>Minnesota Office of Higher Education Registration & Licensing 1450 Energy Park Drive, Suite 350, St. Paul, MN 55108 Telephone: (651) 259-3975 or toll free (800) 657-3866 Email: info.ohe@state.mn.us http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</p>
MISSISSIPPI	<p>Mississippi Commission on College Accreditation 3825 Ridgewood Road, Jackson, MS 39211-6453 Telephone: (601) 432-6372 Fax: (601) 432-6225 http://www.mississippi.edu/mcca/</p>
MISSOURI	<p>Missouri Department of Higher Education</p>

	<p>205 Jefferson Street, PO Box 1469, Jefferson City, MO 65102-1469</p> <p>Telephone: (573) 751-2361</p> <p>Fax: (573) 751-6635</p> <p>Email: info@dhe.mo.gov</p> <p>http://dhe.mo.gov/contactus.php</p>
MONTANA	<p>Montana University System, Montana Board of Regents</p> <p>Office of the Commissioner of Higher Education</p> <p>2500 Broadway Street, PO Box 203201, Helena, MT 59620-3201</p> <p>Telephone: (406) 444-6570</p> <p>http://www.mus.edu/MUS-statement-of-complaint-process.asp</p>
NEBRASKA	<p>Nebraska Coordinating Commission for Postsecondary Education</p> <p>PO Box 95005, Lincoln, NE 68509-5005</p> <p>http://www.ccpe.state.ne.us/PublicDoc/Ccpe/contact.asp</p> <p>The policies regarding student complaints are listed on our website with a notation that the secondary Education (CCPE) intends to have a section on the website that walks students through the complaint process. For more information, please call (402) 471-0030. Please note that institutions offering courses or programs that are exclusively for out-of-state students have complaints about such institutions, we refer them to the home state of the institution. For more information, please contact the Consumer Protection Division at: http://www.ago.ne.gov/consumer_protection</p>
NEVADA	<p>Nevada Commission on Postsecondary Education</p> <p>3663 East Sunset Road, Suite 202, Las Vegas, NV 89120</p> <p>Telephone: (702) 486-7330</p> <p>Fax: (702) 486-7340</p> <p>http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm</p>
NEW HAMPSHIRE	<p>Department of Education, Division of Higher Education, Higher Education Commission</p>

	<p>101 Pleasant Street, Concord, NH 03301-3493</p> <p>Telephone: (603) 271-0256</p> <p>http://www.education.nh.gov/highered/compliance-allegation.htm</p>
NEW JERSEY	<p>New Jersey Secretary of Higher Education</p> <p>20 West State Street, 4th Floor, PO Box 542, Trenton, NJ 08625-0542</p> <p>Telephone: (609) 292-4310</p> <p>http://www.state.nj.us/highereducation/</p>
NEW MEXICO	<p>New Mexico Higher Education Department</p> <p>2048 Galisteo Street, Santa Fe, NM 87505-2100</p> <p>Telephone: (505) 476-8400</p> <p>Fax: (505) 476-8453</p> <p>http://www.hed.state.nm.us/Complaint_3.aspx</p>
NEW YORK	<p>Office of College and University Evaluation</p> <p>New York State Education Department</p> <p>5 North Mezzanine, 89 Washington Avenue, Albany, NY 12234</p> <p>Telephone: (518) 474-3852</p> <p>http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</p>
NORTH CAROLINA	<p>Post-Secondary Education Complaints</p> <p>c/o Assistant Director of Licensure and Workforce Studies</p> <p>University of North Carolina General Administration</p> <p>910 Raleigh Road, Chapel Hill, NC 27515-2688</p> <p>Telephone: (919) 962-4558</p> <p>Email: studentcomplaint@northcarolina.edu</p>

	<p>http://www.northcarolina.edu/aa_planning/licensure/resources.htm</p>
NORTH DAKOTA	<p>North Dakota University System</p> <p>Tanya Spilovoy, D. Ed. Director of Distance Education and State Authorization 1815 Schafer St., Ste. 202 Bismarck, ND 58501-1217 tanya.spilovoy@ndus.edu</p> <p>https://stateauth.ndus.edu/?page_id=102</p>
OHIO	<p>Ohio Board of Regents</p> <p>30 East Broad Street, 36th Floor, Columbus, OH43215-3414</p> <p>Telephone: (614) 387-1215</p> <p>https://www.ohiohighered.org/contact-us</p>
OKLAHOMA	<p>Oklahoma State Regents for Higher Education</p> <p>Academic Affairs Office</p> <p>655 Research Parkway, Suite 200, Oklahoma City, OK 73104</p> <p>Telephone: (405) 225-9100</p> <p>http://www.okhighered.org/current-college-students/complaints.shtml</p>
OREGON	<p>Office of Degree Authorization</p> <p>1500 Valley River Drive, Suite 100, Eugene, OR 97401</p> <p>Telephone: (541) 687-7478</p> <p>General Link: http://oregonstudentaid.gov/oda.aspx</p>
PENNSYLVANIA	<p>Division of Higher & Career Education</p> <p>Pennsylvania Department of Education-Postsecondary and Adult Education</p> <p>333 Market Street, 12th Fl., Harrisburg, PA 17126-0333</p> <p>Telephone: (717) 783-8228</p>

	<p>Fax: (717) 722-3622</p> <p>http://www.portal.state.pa.us/portal/server.pt/community/higher_education/8711/compl</p>
RHODE ISLAND	<p>Rhode Island Board of Governors for Higher Education</p> <p>Shepard Building, 80 Washington Street, Providence, RI 02903</p> <p>Telephone: (401) 456-6000</p> <p>http://www.ribghe.org/students.htm</p>
SOUTH CAROLINA	<p>Nonpublic Institution Licensing SC Commission on Higher Education</p> <p>1122 Lady Street, Suite 300 Columbia, SC 29201</p> <p>Telephone: (803) 737-2260</p> <p>Fax: (803) 737-2297</p> <p>Email: reshleman@che.sc.gov</p> <p>http://www.che.sc.gov/Portals/0/CHE_Docs/academicaffairs/license/complaint_procedure</p>
SOUTH DAKOTA	<p>Office of Attorney General, Division of Consumer Protection</p> <p>1302 E Hwy 14, Suite 3, Pierre, SD 57501-8053</p> <p>Telephone: (605) 773-4400</p> <p>Fax: (605) 773-7163</p> <p>http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx</p>
TENNESSEE	<p>Tennessee Higher Education Commission</p> <p>Division of Postsecondary School Authorization</p> <p>Parkway Towers, Suite 1900, 404 James Robertson Parkway</p> <p>Nashville, TN 37243-0830</p> <p>Telephone: (615) 741-5293</p> <p>Fax: (615) 532-8845</p>

	<p>http://tn.gov/thec/Divisions/LRA/PostsecondaryAuth/psa.html</p>
TEXAS	<p>Texas Higher Education Coordinating Board Academic Affairs and Research PO Box 12788, Austin, TX 78711-2788 Telephone: (512) 427-6101 Forms and a description of the complaint procedure: http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9 Rules governing student complaints -- Title 19 of the Texas Administrative Code, Sections 1. http://info.sos.state.tx.us/pls/pub/readtac\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&s</p>
UTAH	<p>Utah Division of Consumer Protection 160 East 300 South, 2nd Floor, PO Box 146704 Salt Lake City, UT 84114-6704 Telephone: (801) 530-6601 Fax: (801) 530-6001 http://consumerprotection.utah.gov/complaints/index.html</p>
VERMONT	<p>Vermont State Board of Education 120 State Street, Montpelier, VT 05620-2501 Telephone: (802) 828-3135 http://education.vermont.gov/new/pdfdoc/pgm_postsecondary/EDU-Complaint_Resolution</p>
VIRGINIA	<p>Private and Out-of-State Postsecondary Education State Council of Higher Education for Virginia 101 N. 14th Street, 10th Floor, James Monroe Bldg Richmond, VA 23219</p>

	<p>Telephone: (804) 225-2600</p> <p>Fax: (804) 225-2604</p> <p>http://www.schev.edu/students/studentcomplaint.asp</p>
WASHINGTON	<p>Washington Student Achievement Council</p> <p>PO Box 43430, Olympia, WA 98504-3430</p> <p>Telephone: (360) 753-7866</p> <p>http://www.wsac.wa.gov/WashingtonInstitutions/ProtectingConsumers</p>
WEST VIRGINIA	<p>West Virginia Higher Education Policy Commission</p> <p>1018 Kanawha Blvd East, Suite 700</p> <p>Charleston, WV 25301-2800</p> <p>Telephone: (304) 558-2101</p> <p>Fax: (304) 558-5719</p> <p>http://wvhepcnew.wvnet.edu/index.php?option=com_content&task=view&id=224</p>
WISCONSIN	<p>Wisconsin Educational Approval Board</p> <p>30 W. Mifflin Street, 9th Floor, PO Box 8696, Madison, WI 53708-8696</p> <p>Telephone: (608) 266-1996</p> <p>Fax: (608) 264-8477</p> <p>http://eab.state.wi.us/resources/complaint.asp</p>
WYOMING	<p>Wyoming Department of Education</p> <p>2300 Capitol Avenue, Hathaway Bldg, 2nd Floor</p> <p>Cheyenne, WY 82002-0050</p> <p>Telephone: (307) 777-6210</p> <p>http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/</p>

	<p>If the complaint involves an issue relative to authorization, the Wyoming Department of Education is required to be compliant with Wyoming State law. For complaints not related to authorization, the complaint should be filed through the institution's formal grievance procedures. Depending on the nature of the complaint, the complaint may also be filed with the Division of the Wyoming Attorney General's Office. Please contact the Wyoming Department of Education for more information.</p>
U.S. TERRITORIES	
AMERICAN SAMOA	<p>Department of Protection and Advocacy Attn: Dr. L Tagoilelagi Executive Office Building, Pago Pago, American Samoa 96799 Tel: (684) 633-2441 Fax: (684) 633-7286 http://advocacy@americansamoa.gov</p>
FEDERATED STATES OF MICRONESIA	No information available
GUAM	<p>Office of the Attorney General 287 West O'Brien Drive, Hagåtña, GUAM 96910 Telephone: (671) 475-3324, ext. 171 Fax: (671) 472-2493 http://www.guamattorneygeneral.com/forms_consumer/JMW-ConsumerComplaintForm.p</p>
MARSHALL ISLANDS	<p>Attorney General Email: agoffice@ntamar.net</p>
NORTHERN MARIANA ISLANDS	<p>State Higher Education Agency, Northern Marianas College Attn: Dr. Carmen Fernandez, President</p>

	<p>POB 501250, Saipan MP 96950-1250</p> <p>Tel: (670) 234-5498 Ext. 1000</p> <p>Fax: (670) 234-1270</p> <p>Email: nmc@nmcnet.edu</p> <p>Office of Attorney General</p> <p>Edward T Buckingham</p> <p>Juan A Sablan Memorial Bldg, Capital Hill,</p> <p>Caller Box 10007, Saipan, MP 96950</p> <p>http://gov.mp</p>
PALAU	No information available
PUERTO RICO	<p>Puerto Rico Council on Education</p> <p>PO Box 19900, San Juan, Puerto Rico 00910-1900</p> <p>Telephone: (787) 724-7100</p> <p>Fax: (787) 725-2150</p>
U.S. VIRGIN ISLANDS	<p>Government of the United States Virgin Islands</p> <p>Department of Education, Office of the Commissioner</p> <p>1834 Kongens Gade, St. Thomas, VI 00802</p> <p>Telephone: (340) 776-0675</p> <p>Department of Licensing and Consumer Affairs</p> <p>Attn: Consumer Affairs</p> <p>Golden Rock Shopping Center,</p> <p>3000 Estate Golden Rock, Suite 9, St Croix, VI 00820</p> <p>Telephone: (340) 713-2754</p> <p>http://dlca.vi.gov/feedbackapp</p>

