

## Complaint Process for Students in Online Programs

University of Lynchburg faculty and staff strive to provide each student with positive educational experiences and helpful services. Even so, it is understandable that complaints will arise from time to time.

To address and resolve concerns as quickly as possible, please address complaints to the office responsible for overseeing the area of concern.

If you are uncertain about the appropriate contact for a complaint, you may submit a written complaint to the Office of the Dean of Students (114 Hundley Hall, University of Lynchburg, 1501 Lakeside Drive, Lynchburg, VA 24501---3113; 434.544.8226).

The vice president and dean for student development or his designee will review the written complaint and contact you regarding address of the complaint. If another University office is better able to address the complaint, then the vice president or his designee will forward the complaint to that office and notify you where the complaint was directed. A representative of the office receiving the forwarded complaint will then contact you regarding address of the complaint.

In addition, the University of Lynchburg offers the Campus Conduct Hotline, a confidential, independent, all-in service for reporting observed activity or behavior that is harmful, unethical, questionable, or causes personal injury (e.g., fraud, sexual harassment, discrimination, safety risk, internet abuse, workplace hostility). To use the Campus Conduct Hotline, call 866.943.5787. More information about the hotline is available at [www.campusconduct.com](http://www.campusconduct.com).

Most concerns and complaints can be resolved at the campus level. However, after following the University of Lynchburg procedures, you may file a complaint with the State Council of Higher Education for Virginia (SCHEV) through the student complaint process described on the SCHEV website (<http://www.schev.edu/index/students-and-parents/resources/student-complaints>).

**For online students who live out of state.** If an issue cannot be resolved through the University of Lynchburg's internal processes and you decide to file a complaint with the State Council of Higher Education for Virginia (SCHEV), you may also alert the agency in your home state that deals with student complaints.

### Student Complaint Contact Information by State

State	Agency Name	Address	Link
Alabama	Alabama Commission on Higher Education	C/O Alabama State Portal Agency 100 N. Union Street Montgomery, Al. 36104	<a href="http://www.ache.edu/AlaPortal.aspx">http://www.ache.edu/AlaPortal.aspx</a>
Alaska	Alaska Commission on Postsecondary Education	P.O. Box 110505 Juneau, AK 99811-0505	<a href="https://acpe.alaska.gov/ConsumerProtection">https://acpe.alaska.gov/ConsumerProtection</a>
Arizona	Arizona State Board for Private Postsecondary Education	1740 W Adams ST. Suite 3008 Phoenix, AZ 85007	<a href="https://ppse.az.gov/complaint">https://ppse.az.gov/complaint</a>

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Arkansas	Arkansas Department of Higher Education	423 Main Street, Suite 400 Little Rock, AR 72201	<a href="http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form">http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form</a>
California	California Bureau of Private Postsecondary Education	2535 Capitol Oaks Drive, Suite 400 Sacramento, CA 95833	<a href="http://www.bppe.ca.gov/enforcement/complaint.shtml">http://www.bppe.ca.gov/enforcement/complaint.shtml</a>
Colorado	Academic Policy Officer, Colorado Department of Higher Education,	1560 Broadway, Suite 1600 Denver, Colorado 80202	<a href="http://highered.colorado.gov/Academics/Complaints/">http://highered.colorado.gov/Academics/Complaints/</a>
Connecticut	Connecticut Department of Higher Education	450 Columbus Boulevard, Suite 510, Hartford, CT 06103-1841	<a href="http://www.ctohe.org/studentcomplaints.shtml">http://www.ctohe.org/studentcomplaints.shtml</a>
Delaware	Delaware Higher Education Office	Attn: SARA Student Complaints 401 Federal Street, Suite # 2 Dover, DE 19901	<a href="http://www.doe.k12.de.us/sara">http://www.doe.k12.de.us/sara</a>
District of Columbia	Office of the State Superintendent of Education, District of Columbia	Higher Education Licensure Commission 1050 First St, NE 5th Floor Washington, DC 20002	<a href="https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints">https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints</a>
Florida	Florida Commission on Independent Education	325 W. Gaines Street Suite 1414 Tallahassee, FL 32399-0400	<a href="http://www.fldoe.org/policy/cie/file-a-complaint.stml">http://www.fldoe.org/policy/cie/file-a-complaint.stml</a>
Georgia	Georgia Nonpublic Postsecondary Education Commission	2082 E Exchange Pl. #220 Tucker, GA 30084-5305	<a href="https://gnpec.georgia.gov/student-complaints">https://gnpec.georgia.gov/student-complaints</a>
Hawaii	Department of Commerce and Consumer Affairs, Hawaii Post-secondary Education Authorization Program (HPEAP)	P.O. Box 541 Honolulu, Hawaii 96809	<a href="http://cca.hawaii.gov/hpeap/hpeap-sara-complaint-process/">http://cca.hawaii.gov/hpeap/hpeap-sara-complaint-process/</a>
Idaho	Idaho State Board of Education Attn: State Coordinator for Private Colleges and Proprietary Schools	650 West State Street P.O. Box 83720 Boise, ID 83720-0037	<a href="https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp">https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp</a>
Illinois	Illinois Board of Higher Education	1 N. Old State Capitol Plaza, Suite 333, Springfield, IL 62701-1377	<a href="http://complaints.ibhe.org/">http://complaints.ibhe.org/</a>

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Indiana	Indiana Commission on Higher Education Attn: Complaints	101 West Ohio Street, Suite 300 Indianapolis IN 46204-1984	<a href="https://www.in.gov/che/2744.htm">https://www.in.gov/che/2744.htm</a>
Iowa	Iowa College Aid	475 SW Fifth St., Suite D Des Moines, IA 50309-1920	<a href="https://www.iowacollegeaid.gov/StudentComplaintForm">https://www.iowacollegeaid.gov/StudentComplaintForm</a>
Kansas	Kansas Board of Regents	1000 SW Jackson Street Suite 520 Topeka, KS 66612-1368	<a href="http://www.kansasregents.org/academicaffairs/privateoutofstate/complaintprocess">http://www.kansasregents.org/academicaffairs/privateoutofstate/complaintprocess</a>
Kentucky	Kentucky Council on Postsecondary Education Attn: CPE Consumer Complaints	1024 Capital Center Drive, Suite 320 Frankfort, KY 40601-3319	<a href="http://cpe.ky.gov/campuses/consumer_complaint.html">http://cpe.ky.gov/campuses/consumer_complaint.html</a>
Louisiana	Louisiana Board of Regents	P.O. Box 3677 Baton Rouge, LA 70821-3677	<a href="https://regents.la.gov/divisions/planning-research-and-academic-affairs/institutional-licensure/sara/">https://regents.la.gov/divisions/planning-research-and-academic-affairs/institutional-licensure/sara/</a>
Maine	Maine Department of Education	23 State House Station Augusta, ME 04333-0023	<a href="https://www.maine.gov/doe/learning/highered/sara">https://www.maine.gov/doe/learning/highered/sara</a>
Maryland	Maryland Higher Education Commission	Department of Academic Affairs, 6 North Liberty Street, Baltimore, MD 21201	<a href="http://mhec.maryland.gov/institutions_training/Pages/acadaff/sara.aspx">http://mhec.maryland.gov/institutions_training/Pages/acadaff/sara.aspx</a>  sara.mhec@maryland.gov
Massachusetts	Massachusetts Department of Higher Education	One Ashburton Place, Room 1401 Boston, MA 02108-1696	<a href="http://www.mass.edu/forstufam/complaints/complaints.asp">http://www.mass.edu/forstufam/complaints/complaints.asp</a>
Michigan	Department of Licensing and Regulatory Affairs  Corporations, Securities & Commercial Licensing Bureau	P.O. Box 30018 Lansing, MI 48909	<a href="https://www.michigan.gov/lara/0,4601,7-154-89334_61343_35414_60647_2739---,00.html">https://www.michigan.gov/lara/0,4601,7-154-89334_61343_35414_60647_2739---,00.html</a>
Minnesota	Minnesota Office of Higher Education Attn: Registration/Licensure	1450 Energy Park Drive, Suite 350 St. Paul, MN 55108-5227	<a href="http://www.ohe.state.mn.us/mPg.cfm?pageID=1078">http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</a>
Mississippi	Mississippi Commission on College Accreditation	MCCA Student Complaints 3825 Ridgewood Road Jackson, MS 39211-6453	<a href="http://www.mississippi.edu/mcca/sara.asp">http://www.mississippi.edu/mcca/sara.asp</a>
Missouri	Missouri Department of Higher Education	205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102-1469	<a href="http://dhe.mo.gov/policies/">http://dhe.mo.gov/policies/</a>

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Montana	Montana Department of Justice	Montana Department of Justice Office of Consumer Protection. PO Box 200151 Helena, MT 59620-0151	<a href="https://mus.edu/MUS-Statement-of-Complaint-Process.asp">https://mus.edu/MUS-Statement-of-Complaint-Process.asp</a> and <a href="https://dojmt.gov/consumer/consumer-complaints/">https://dojmt.gov/consumer/consumer-complaints/</a>
Nebraska	Nebraska's Coordinating Commission for Postsecondary Education	P.O. Box 95005 Lincoln, NE 68509-5005	<a href="https://ccpe.nebraska.gov/student-complaint-form">https://ccpe.nebraska.gov/student-complaint-form</a>
Nevada	SARA Portal Agency, Nevada System of Higher Education	Attn: Crystal Abba, Vice Chancellor for Academic and Student Affairs 2601 Enterprise Road Reno, NV 89512	<a href="https://nshe.nevada.edu/administration/academic-student-affairs/sara/">https://nshe.nevada.edu/administration/academic-student-affairs/sara/</a>
New Hampshire	Div of Higher Ed-Higher Ed Commission, New Hampshire Dept. of Ed	101 Pleasant Street Concord, NH 03301-3852	<a href="http://education.nh.gov/highered/research/sara-compliance.htm">http://education.nh.gov/highered/research/sara-compliance.htm</a>
New Jersey	New Jersey Office of the Secretary of Higher Education	20 W. State St., Floor 4 P.O. Box 542 Trenton, NJ 08625	<a href="http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a>
New Mexico	New Mexico Higher Education Department	2044 Galisteo Street, Suite 4 Santa Fe, NM 87505-2100	<a href="http://www.hed.state.nm.us/students/n-c-sara.aspx">http://www.hed.state.nm.us/students/n-c-sara.aspx</a>
New York	Office of College and University Evaluation, New York State Education Department	89 Washington Avenue EBA Room 960 Albany, New York 12234	<a href="http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html">http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</a>
North Carolina	UNC General Administration c/o Student Complaints	North Carolina Post-Secondary Education Complaints, 910 Raleigh Road, Chapel Hill, NC 27515-2688 Telephone (919) 962-4558.	<a href="http://www.northcarolina.edu/complaints">http://www.northcarolina.edu/complaints</a>
North Dakota	Outreach Manager State Authorization Coordinator, Core Technology Services, North Dakota University System	2000 44th Street SW, Suite 301 Fargo, ND 58103  cheryl.thompson@ndus.edu	<a href="https://www.ndus.edu/system/state-authorization/">https://www.ndus.edu/system/state-authorization/</a>
Ohio	Ohio Department of Higher Education	25 South Front Street, Columbus, OH 43215	<a href="https://www.ohiohighered.org/students/complaints">https://www.ohiohighered.org/students/complaints</a>

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Oklahoma	Oklahoma State Regents for Higher Education	655 Research Parkway, Suite 200 Oklahoma City, OK 73104	<a href="http://www.okhighered.org/current-college-students/complaints.shtml">http://www.okhighered.org/current-college-students/complaints.shtml</a>
Oregon	Higher Education Coordinating Commission, Attn: Complaints-SARA	255 Capitol Street NE, Third Floor Salem, OR 97310	<a href="http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx">http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary-complaints.aspx</a>
Pennsylvania	Bureau of Postsecondary and Adult Education, Pennsylvania Department of Education	333 Market Street, 12 <sup>th</sup> floor Harrisburg, PA 17126-0333	<a href="http://www.education.pa.gov/Postssecondary-Adult/College%20and%20Career%20Education/Pages/State-Authorization-Reciprocity-Agreement-(SARA).aspx#tab-1">http://www.education.pa.gov/Postssecondary-Adult/College%20and%20Career%20Education/Pages/State-Authorization-Reciprocity-Agreement-(SARA).aspx#tab-1</a>
Rhode Island	Rhode Island Board of Governors for Higher Education	Shepard Building 80 Washington Street Providence, RI 02903	<a href="http://www.ribghe.org/students.htm">http://www.ribghe.org/students.htm</a>
South Carolina	South Carolina Commission on Higher Education	1122 Lady Street, Suite 300, Columbia, SC 29201	<a href="http://www.che.sc.gov/InstitutionsEducators/AcademicPolicies,Programs/SouthCarolina-StateAuthorizationReciprocityAgreement(SC-SARA).aspx">http://www.che.sc.gov/InstitutionsEducators/AcademicPolicies,Programs/SouthCarolina-StateAuthorizationReciprocityAgreement(SC-SARA).aspx</a>
South Dakota	South Dakota Board of Regents	306 E. Capitol Ave, Suite 200 Pierre, SD 57501-2545	<a href="https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Pages/default.aspx">https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Pages/default.aspx</a>
Tennessee	Tennessee Higher Education Commission	Attn: DPSA Complaints 404 James Robertson Parkway, Suite 1900 Nashville, TN 37243-0831	<a href="https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization.html">https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization.html</a>
Texas	Texas Higher Education Coordinating Board	Office of General Counsel P.O. Box 12788 Austin, Texas 78711-2788	<a href="http://www.thecb.state.tx.us/index.cfm?objectid=989FE9A0-2213-11E8-BC500050560100A9">http://www.thecb.state.tx.us/index.cfm?objectid=989FE9A0-2213-11E8-BC500050560100A9</a>
Utah	Office of the Commissioner, Utah System of Higher Education	Board of Regents Building, The Gateway 60 S 400 W Salt Lake City, Utah 84111	<a href="https://higheredutah.org/sara/">https://higheredutah.org/sara/</a>
Vermont	Vermont Agency of Education Postsecondary Programs	219 North Main Street, Suite 402 Barre, VT 05641	<a href="http://education.vermont.gov/documents/postsecondary-program-complaint-resolution">http://education.vermont.gov/documents/postsecondary-program-complaint-resolution</a>
Virginia	State Council of Higher Education for Virginia	101 N. 14TH St., 10 <sup>th</sup> Floor James Monroe Building Richmond, VA 23219	<a href="http://www.schev.edu/index/students-and-parents/resources/student-complaints">http://www.schev.edu/index/students-and-parents/resources/student-complaints</a>
Washington	Washington Student Achievement Council	917 Lakeridge Way SW   Olympia, WA 98502	<a href="http://www.wsac.wa.gov/student-complaints">http://www.wsac.wa.gov/student-complaints</a>

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West Virginia	West Virginia Council for Community and Technical College Education, West Virginia Higher Education Policy Commission	Executive Vice Chancellor for Administration 1018 Kanawha Blvd E., Ste 700 Charleston WV 25301-2800 Tel. 304-558-2101	<a href="http://www.wvhepc.edu/inside-the-commission/special-initiatives/state-authorization-reciprocity-agreement-sara/">http://www.wvhepc.edu/inside-the-commission/special-initiatives/state-authorization-reciprocity-agreement-sara/</a>
Wisconsin	Distance Learning Authorization Board (DLAB) <a href="mailto:distancelearning@wtcsystem.edu">distancelearning@wtcsystem.edu</a>	Higher Educational Aids Board Post Office Box 7885 Madison, WI 53707-7885	<a href="http://www.heab.state.wi.us/dlab/students.html">http://www.heab.state.wi.us/dlab/students.html</a>
Wyoming	Wyoming Department of Education	122 W. 25 <sup>th</sup> St. Suite E200 Cheyenne, WY 82002-0050 Tel. 307-777-7675	<a href="https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/">https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/</a>
			Links updated 4-8-19