

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, all students are encouraged to address complaints to the office responsible for overseeing the area of concern.

Emergency concerns regarding health or safety should be reported immediately to Campus Safety and Security (434.544.5555).

If a student is uncertain about the appropriate contact for a complaint, the student may submit a written complaint to the Office of the Dean of Students via the [Written Complaints form](https://forms.gle/tiv7zL8rKvuke2WD9) (<https://forms.gle/tiv7zL8rKvuke2WD9>) or to the office address: 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 their designee will review the written complaint and contact the student regarding address of the complaint. If another University office is better able to address the complaint, then the vice president and dean for student development or their designee will forward the complaint to that office and notify the student where the complaint was directed. A representative of the office receiving the forwarded complaint will then contact the student regarding address of the complaint.

In addition, the University of Lynchburg offers the Campus Conduct Hotline, a confidential, independent, call-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.

Most concerns and complaints can be resolved at the campus level. However, after following the University of Lynchburg procedures, complaints may be filed with the State Council of Higher Education for Virginia (SCHEV) through the student complaint process described on the SCHEV website (www.schev.edu/index/students-and-parents/resources/student-complaints). Contact information for each of the agencies that accredit or approve the University of Lynchburg's academic programs is published in the University's accreditation website: [https:// www.lynchburg.edu/about/accreditation](https://www.lynchburg.edu/about/accreditation).

For online students who live out of state: If an issue cannot be resolved through the University of Lynchburg's internal processes, you may decide to file a complaint with the (SCHEV) at (www.schev.edu/index/students-and-parents/resources/student-complaints) See "Online Resources". SCHEV is the State Portal Entity for Virginia institutions participating in NC-SARA and the state oversight agency for University complaints. For non-SARA issues, contact information for home state student complaint procedures are provided on the next page.

Student Complaint Information by State and Agency

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State	Agency Name	Link to and/or Information about Complaint Process (for in-state complaints and activities outside of SARA)
Alabama	Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning	For Alabama's public institutions, contacts are posted to the ACHE website at https://ache.edu/ACHE_Reports/Forms/NRI/federal-reg.pdf
	ACCS Private School Licensing Division	https://www.accs.edu/about-accs/private-school-licensure/complaints/ *note: Complaints for out-of-state institutions are referred to the ACCS Private School Licensure.
Alaska	Alaska Commission on Postsecondary Education	https://acpe.alaska.gov/ConsumerProtection
American Samoa		unknown
Arizona	Arizona State Board for Private Postsecondary Education	https://ppse.az.gov/complaint
Arkansas	Arkansas Department of Higher Education	https://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/grievance-form ADHE indicates that it has no authority over institutions.
California	Bureau for Private Postsecondary Education	http://www.bppe.ca.gov/enforcement/complaint.shtml * for institutions regulated by BPPE. https://www.dca.ca.gov/consumers/complaints/oos_students.shtml *for out of state institutions not subject to BPPE.
Colorado	Colorado Department of Higher Education AND Private Occupational Schools	https://highered.colorado.gov/educators/administration/state-authorization-reciprocity-agreement-sara

Connecticut	The Office of Financial and Academic Affairs for Higher Education	http://www.ctohe.org/StudentComplaints.shtml
Delaware	Delaware Department of Education	https://www.doe.k12.de.us/Page/2243
District of Columbia	Education Licensure Commission	https://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints
Federated States of Micronesia		unknown
Florida	Commission for Independent Education- Department of Education	http://www.fldoe.org/policy/cie/file-a-complaint.shtml
Georgia	Nonpublic Postsecondary Education Commission	https://gnpec.georgia.gov/student-complaints
Guam		unknown
Hawaii	Hawaii Post- Secondary Education Authorization Program	http://cca.hawaii.gov/hpeap/student-complaint-process/
Idaho	Idaho State Board of Education	https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/
Illinois	Illinois Board of Higher Education	http://complaints.ibhe.org/
Indiana	Indiana Department of Workforce Development	https://www.in.gov/dwd/octs.htm
	Indiana Commission of Higher Education	https://www.in.gov/che/2744.htm
Iowa	Iowa College Student Aid Commission	https://iowacollegeaid.co1.qualtrics.com/jfe/form/SV_9Br0hqNMto1Fit
Kansas	Kansas Board of Regents	https://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process

Kentucky	Kentucky Council on Postsecondary Education	http://cpe.ky.gov/campuses/consumer_complaint.html
Louisiana	Louisiana Board of Regent	https://regents.la.gov/students-parents/student-complaint-process/
Maine	Maine Department of Education, Office of Higher Education Services	https://www.maine.gov/doe/learning/highered/sara
Maryland	Maryland Higher Education Commission	https://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepar_tments.aspx
Massachusetts	Massachusetts Department of Higher Education	https://www.mass.edu/forstufam/complaints/complaints.asp https://www.mass.edu/forstufam/documents/Final%20DHE%20Complaint%20Policy.pdf
Michigan	Michigan Department of Licensing and Regulatory Affairs	https://www.michigan.gov/documents/lara/Pot-Secondary_Student_Complaints_498839_7.pdf
Minnesota	Minnesota Office of Higher Education	http://www.ohe.state.mn.us/mPg.cfm?pageID=1078
Mississippi	Mississippi Commission on College Accreditation	http://www.mississippi.edu/mcca/student_complaint_process.asp
Montana	Montana University System, Montana Board of Regents	http://www.mus.edu/MUS-statement-of-complaint-process.asp
Nebraska	Nebraska Coordinating Commission for Postsecondary Education	https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions
Nevada	Nevada Commission on Postsecondary Education	http://cpe.nv.gov/Students/Students_Home/
New Jersey	New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information	http://lwd.state.nj.us/labor/lwdhome/coei/teu.html
	Office of the Secretary of Higher Education	http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml

New Mexico	New Mexico Higher Education Department	http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx
New York	Office of College and University Evaluation	http://www.nysed.gov/college-university-evaluation/filing-complaint-about-college-or-university
North Carolina	The University of North Carolina Board of Governors	https://www.northcarolina.edu/post-secondary-education-complaints/
North Dakota	North Dakota University System	https://ndus.edu/state-authorization-sara/
Northern Marianas Islands		unknown
Ohio	The Ohio Board of Regents	https://www.ohiohighered.org/students/complaints
Oklahoma	Oklahoma State Regents for Higher Education	https://www.okhighered.org/current-college-students/complaints.shtml
Oregon	Higher Education Coordinating Commission	https://www.oregon.gov/highered/about/Pages/complaints.aspx
Pennsylvania	Department of Education	https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx
Puerto Rico	Puerto Rico Council on Education	https://agencias.pr.gov/agencias/cepr/inicio/Pages/SARA.aspx
Republic of Palau		https://www2.ed.gov/about/contacts/state/pw.html
Republic of the Marshall Islands		https://www2.ed.gov/about/contacts/state/mh.html
Rhode Island	Rhode Island Board of Governors for Higher Education	https://www.riopc.edu/page/student_complaint/

South Carolina	South Carolina Commission on Higher Education	https://www.che.sc.gov/CHE_Docs/academicaffairs/license/Complaint_Procedures_and_Form.pdf
South Dakota	Secretary of State (South Dakota Attorney General)	https://consumer.sd.gov/complaintform.aspx
Tennessee	Tennessee Higher Education Commission	https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html
Texas	Texas Higher Education Coordinating Board	http://www.thecb.state.tx.us/links/student-complaints/
U.S. Virgin Islands		Unknown
Utah	Utah Division of Consumer Protection	https://ushe.edu/office-of-commissioner/state-authorization-ut-sara/
Vermont	Vermont State Board of Education	https://education.vermont.gov/documents/postsecondary-program-complaint-resolution
Virginia	Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia	https://schev.edu/index/students-and-parents/resources/student-complaints
Washington	Washington Student Achievement Council	https://wsac.wa.gov/student-complaints
West Virginia	WV Higher Educ. Policy Commission	http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf
Wisconsin	Wisconsin Educational Approval Board	https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx
Wyoming	Wyoming Department of Education	https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/