

Excerpt from

MIDDLE STATES COMMISSION ON HIGHER EDUCATION

POLICY ON

COMPLAINTS INVOLVING MEMBER AND CANDIDATE INSTITUTIONS

Statement of Policy

The Middle States Commission on Higher Education recognizes the value of information provided by students, employees, and others in determining whether an institution's performance is consistent with the Commission's standards and expectations for accreditation. The Commission's interest also is in assuring that member institutions maintain appropriate grievance procedures and standards of procedural fairness and that procedures are followed appropriately.

Individuals can submit at any time a complaint regarding an institution's compliance with Commission Requirements of Affiliation, standards, or policies or regarding an institution's compliance with its own policies or procedures. Individuals interested in submitting information regarding an institution's accreditability to be considered during an upcoming accreditation review should follow the Commission's policy on *Third-Party Comment*. The Commission reserves the right to review incoming complaints under either policy as appropriate to the circumstances.

The Commission's complaint procedures are created to address non-compliance with the Commission's standards for accreditation, requirements of affiliation, policies or procedures, or the institution's own policies or procedures.

Matters outside of the Commission's purview include disputes between individuals and affiliated institutions about admission, grades, granting or transferability of credits, application of academic policies, fees or other financial matters, disciplinary matters, contractual rights and obligations, personnel decisions, or similar matters.

Procedures

All complaints must be submitted online using the Commission's official Complaints and Third Party Comment Form. Complaints submitted without this form completed in its entirety will not be reviewed.

The complaint should identify the specific Commission standards for accreditation, requirements of affiliation, policies and procedures, or institutional policies or procedures that have been allegedly violated.

The policy in its entirety and associated procedures can be found at

<https://msche.my.salesforce.com/sfc/p/#46000000ZDj/a/46000000PHm2/nriMxcKi2Mf4LAj2kZ2e95IS9CcORzw35MD5TeU1Zas>