

# University of Charleston

## Student Complaint Procedures

In compliance with the Higher Education Opportunities Act of 2008, the U.S. Department of Education (USDOE) conducted a Negotiated Rule Making Process in 2010 that requires institutions offering distance education to provide enrolled and prospective students with contact information for filing complaints with its accrediting agency and with the appropriate state agency for handling complaints in the student's state.

The University of Charleston takes student complaints seriously. Most complaints can be resolved within the University itself. This can be done initially by engaging in open communication with the individual directly involved. If the issue is not satisfactorily resolved, the student should contact the individual's supervisor, department chair or School Dean for assistance in reaching a resolution.

If this informal process is unsuccessful, the student is encouraged to complete the [UC Student Complaints Form](#). Note that while providing contact information on the form is voluntary, the University will be unable to communicate with the student about the complaint without it. Once the form is completed it will be submitted to the Office of the Provost and to the appropriate supervisor, department chair or School Dean.

**Complaints about grades** are handled through the University's *Policy on Grade Appeal*, which is published in both the [Student Handbook](#) and the [Academic Catalog](#).

**For complaints about sexual discrimination, sexual harassment, or sexual assault or violence**, contact the University's Title IX coordinator:

Virginia Moore  
Dean of Students  
Title IX Compliance Coordinator  
Office Phone Number:  
304-357-4987  
[titleix@ucwv.edu](mailto:titleix@ucwv.edu)

If a student has exhausted the University's internal processes and remains dissatisfied, a formal complaint can be filed with the [West Virginia Higher Education Policy Commission](#) using that body's established [Student Complaint Process](#).

The University of Charleston is accredited by the [Higher Learning Commission](#). Complaints about the university can be submitted to that body using its [Complaints System](#), or by writing, emailing or telephoning:

Higher Learning Commission  
230 South LaSalle Street, Suite 7-500  
Chicago, IL 60604  
[info@hlcommission.org](mailto:info@hlcommission.org)  
800-621-7440 or 312-263-0456

### International Enrollments

Some countries will not formally recognize foreign online degrees, which may have implications for students who later seek to enroll in other educational programs, or for those who seek employment with such a country's government or other employers requiring specific credentials. In some cases students enrolled in online programs may be subject to additional taxes, adding to the cost of their education.

It is the student's responsibility to understand any circumstances or special requirements that determine whether the online degree will be recognized in the student's country of residence and/or in any country in which the student intends to work.

### State Authorization Reciprocity Agreement

The University of Charleston participates in the [State Authorization Reciprocity Agreement](#) (SARA). This agreement authorizes UC to deliver online programs to students in the SARA states and to place UC students in those states for supervised field experiences. If a UC student is located in a SARA state, complaints must first go through the University's procedures for resolution of student grievances. If the student is not satisfied with the outcome of the institutional process, the complaint may then be brought to the SARA portal agency in the institution's home state. Contact information for such complaints is included below.

# Complaint Contacts by Location

\*indicates a SARA state

Alabama\*

Alabama Department of Postsecondary Education  
[Alabama Student Grievance Procedure](#)

Alaska\*

Alaska Commission on Postsecondary Education  
<http://akadvantage.alaska.gov/>

Arizona\*

Arizona State Board for Private Postsecondary Education  
[Student Grievance Procedure](#)

Arkansas\*

Arkansas Department of Higher Education  
[Student Grievance Procedure](#)

California

Bureau for Private Postsecondary Education  
<https://www.dca.ca.gov/html>

Colorado\*

Colorado Department of Higher Education  
[Student Grievance Procedure](#)

Connecticut\*

The Office of Financial and Academic Affairs for Higher Education  
[CP2 Complaints Info](#)

Delaware\*

Delaware Department of Education  
<http://www.doe.k12.de.us/>

Florida\*

Florida Department of Education  
[Student Grievance Procedure](#)

Idaho\*

Idaho Board of Education  
[Student Complaint Procedure](#)

Indiana\*

Indiana Commission on Proprietary Education  
<http://www.in.gov/cpe/2329.htm>

Iowa\*

Iowa College Student Aid Commission  
[Student Complaints](#)

Kansas\*

Board of Regents  
[Student Grievance Procedure](#)

Kentucky\*

Kentucky Council on Postsecondary Education  
[Student Grievance Procedure](#)

Louisiana\*

Louisiana Board of Regents  
[Student Grievance Procedure](#)

Maine\*

Maine's Public Universities  
[www.maine.edu](http://www.maine.edu)

Maryland\*

Maryland Higher Education Commission  
[Student Grievance Procedure](#)

Massachusetts\*

Massachusetts Board of Higher Education  
[Student Grievance Procedure](#)

Michigan\*

Michigan Department of Energy, Labor & Economic Growth  
Student Grievance Procedure

Minnesota\*

Minnesota Office of Higher Education  
[Student Grievance Procedure](#)

Mississippi\*

Mississippi Commission on College Accreditation  
<http://www.mississippi.edu/mcca/>

Missouri\*

Missouri Department of Higher Education  
Student Grievance Procedure

Montana\*

Montana University System, Montana Board of Regents  
[Complaint Process](#)

Nebraska\*

Nebraska Department of Education, Private Postsecondary Career Schools  
[Complaint Instructions](#)

Nevada\*

Nevada Commission on Postsecondary Education  
[Student Grievance Procedure](#)

New Hampshire\*

New Hampshire Postsecondary Education Commission  
[Student Grievance Procedure](#)

New Jersey\*

New Jersey Commission of Higher Education  
[Student Grievance Procedure](#)

## Complaint Contacts by Location

\*indicates a SARA state

New Mexico\*

New Mexico Higher Education Department  
[Student Grievance Procedure](#)

North Carolina\*

North Carolina Community College System, Office  
of Proprietary School Services  
[Student Grievance Procedure](#)

North Dakota\*

North Dakota University System  
[Student Complaints Procedure](#)

Ohio\*

Ohio State Board of Career Colleges and Schools  
[Student Grievance Procedure](#)

Oklahoma\*

Oklahoma State Regents for Higher Education  
[www.okhighered.org](http://www.okhighered.org)

Oregon\*

Department of Education - Private and Career  
Schools Office  
<http://www.ode.state.or.us/search/results/?id=83>

Pennsylvania\*

Pennsylvania Department of Education  
[Student Grievance Procedure](#)

Puerto Rico\*

Puerto Rico Council on Higher Education  
<http://www2.pr.gov/agencias/cepr/Pages/default.aspx>

South Carolina\*

South Carolina Commission on Higher Education  
[Student Grievance Procedure](#) (pdf)

South Dakota\*

South Dakota Board of Regents  
[Student Grievance Procedure](#)

Tennessee\*

Tennessee Higher Education Commission  
[Complaint Form](#)

Texas\*

Texas Higher Education Coordinating Board  
[Student Grievance Procedure](#)

U.S. Virgin Islands\*

The Virgin Islands SARA Portal Contact  
Camille McKayle  
Provost and Vice President for Academic Affairs  
[cmckayl@uvi.edu](mailto:cmckayl@uvi.edu)

Utah\*

Utah Division of Consumer Protection  
[Student Grievance Procedure](#)

Vermont\*

Vermont State Board of Education  
[Student Grievance Procedure](#) (pdf)

Virginia\*

Private & Out-of-State Postsecondary Education  
State Council of Higher Education for Virginia  
[Student Grievance Procedure](#)

Washington\*

Washington Higher Education Coordinating Board  
[http://www.wtb.wa.gov/PCS\\_Complaints.asp](http://www.wtb.wa.gov/PCS_Complaints.asp)

Washington DC\*

Education Licensure Commission  
<http://osse.dc.gov/service/public-complaints>

West Virginia\*

West Virginia Higher Education Policy Commission  
[Student Grievance Procedure](#) (pdf), Section 14 of  
Series 20

Wisconsin\*

Wisconsin Educational Approval Board  
[Student Grievance Procedure](#)