



## **Student Complaint Process**

The United States Department of Education requires that each accredited institution of higher education maintain a record of student complaints received by the institution ([34 CFR 602.16\(a\)\(1\)\(ix\)](#)). As required by federal regulations, this record is made available to the Middle States Commission on Higher Education. The record will be reviewed by the Commission as part of the institution's Self Study and Periodic Review Report evaluations.

## **State Licensing Authority Contacts**

- Students enrolled in on-campus courses or programs:  
[New York State Education Department](#)
- For Online or distance-education students, the state agency depends on the student's state of residence.  
[Directory of State Authorization Agencies and Lead Contacts](#)

## **Middle States Commission on Higher Education**

3624 Market Street,  
2nd Floor West  
Philadelphia, PA 19104-2680  
267-284-5000

[Information on how to submit a complaint with Middle States](#)

## **Code of Federal Regulations**

[34 CFR 602.16\(a\)\(1\)\(ix\)](#)

[34 CFR 668.43\(b\)](#)