

## West Chester University Student Complaint Resolution

West Chester University participates in Federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. Participating institutions must be legally authorized to operate with the state in which it is located. Title 34 CFR §600.9 requires states to have a "process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws." Title 34 CFR §668.43(b) requires that institutions:

*"make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint."*

To comply with this regulation, West Chester University provides the following information to our prospective and current students.

West Chester University makes every effort to resolve student complaints internally, using policies and procedures outlined in the current University Catalog or Student Handbook. It is expected that students will fully utilize any and all of such administrative procedures to address concerns and/or complaints in as timely a manner as possible. For procedures regarding:

- **Academic Honesty Violations:** refer to <http://catalog.wcupa.edu/undergraduate/academic-policies-procedures/academic-integrity/>
- **Non-Academic Complaints:** refers to incidents of unprofessional behavior and other complaints that are not of an academic grade concern. Contact the department chair or academic dean for assistance.
- **Americans with Disabilities Act:** refer to <http://www.wcupa.edu/admin/social.equity/adaPolicy.aspx>
- **Harassment or Discrimination:** refer to <http://www.wcupa.edu/admin/social.equity/sexualHarassment.aspx>
- **Affirmative Action:** refer to <http://www.wcupa.edu/admin/social.equity/sexualHarassment.aspx>
- **Title IX:** refer to <http://www.wcupa.edu/admin/social.equity/sexualHarassment.aspx>
- **Family Educational Rights and Privacy Act (FERPA):** refer to <http://www.wcupa.edu/registrar/privacy.aspx>
- **Criminal Activity:** Complaints involving matters of a criminal nature, such as assault, battery, and theft should be directed to the University Police Department at 610-436-3311.
- **Distance Education:** refer to <http://www.wcupa.edu/distanceed/onlineComplaint.aspx>

Unresolved complaints may also be filed with the [Middle States Commission on Higher Education](#), the University's regional accrediting agency, once all other avenues have been exhausted. The link above provides information on its complaint policies and procedures.

Middle States Commission on Higher Education

3624 Market Street, 2nd Floor West, Philadelphia, PA 19104

Telephone: (267) 284-5000

E-mail: [info@msche.org](mailto:info@msche.org) Spanish: [españolinfo@msche.org](mailto:españolinfo@msche.org)

General Link: [www.msche.org](http://www.msche.org)