

GRIEVANCE POLICY

The purpose of this policy is to ensure that each student is treated in an equitable manner and that any student complaint will be handled promptly and fairly.

The first attempt at resolution of a conflict will be informal, consisting of the parties involved. It is expected that most grievances can come to an equitable resolution in this manner. However, if the complaint is not resolved, the grievance can be presented in writing with supporting allegations, within 10 days of the incident, to the appropriate personnel.

- A. Academic Issues (instructor methodology, grading, course requirements, plagiarism, classroom behavior, etc.)
 - 1st Recourse Course Instructor
 - 2nd Recourse Department/Program Chair or Director of Evening Division and Distance Learning/Campus Coordinator (Evening Division and Online Programs)
 - 3rd Recourse Vice President of Academic Affairs
- B. Student Violations of Conduct
 - 1st Recourse Dean of Students
 - 2nd Recourse Vice President of Student Services
- C. Sexual, Racial, or Cultural Discrimination
 - 1st Recourse Dean of Students
 - 2nd Recourse Vice President of Student Services
- D. Financial Issues
 - 1st Recourse Financial Aid Counselor (if applicable)
 - 2nd Recourse Director of Student Financial Services
 - 3rd Recourse Vice President of Administration & Finance
- E. Security Issues
 - 1st Recourse Dean of Students
 - 2nd Recourse Vice President of Student Services
- F. The Family Educational Rights and Privacy Act
 - 1st Recourse Registrar (Day Division) or Director of Evening Division and Distance Learning/Campus Coordinator (Evening Division and Online Programs)
 - 2nd Recourse Vice President of Academic Affairs

Maximum effort will be made to maintain confidentiality at every level of recourse. A grievance will be acknowledged within 10 days of receiving it. Decisions concerning student offenses and infractions of college regulations shall be made by the Dean of Students or a designee. Decisions concerning Academic Integrity will be made by the Academic Standing and Integrity Committee. All decisions will be final, subject to the student's right of appeal.

Note: The Grievance Procedure excerpt is from the Bay State College 2012-2013 Student Handbook.

All steps outlined above must be followed to properly resolve any grievance at Bay State College. Students wishing further clarification or assistance may direct concerns, in writing, to the Massachusetts Board of Higher Education or their home state consumer protection agency. The addresses may be found in the section below.

State Specific Student Grievance Contact Information

Students are encouraged to exhaust all options and resources to resolve a complaint with the College via the above Grievance Policy prior to seeking a formal complaint with regulating bodies and consumer protection agencies in their respective states.

Students enrolled at Bay State College who reside at a permanent address outside of the state of Massachusetts should follow the complaint processes outlined by their state of residence. Contact information by state is listed in the table below.

Alabama

The Alabama Center for Postsecondary Education
135 South Union Street
Montgomery, AL 36104-4340
P.O. Box 302130
Montgomery, AL 36130-2130

Phone: (334) 293-4500 | Fax: (334) 293-4504
<http://www.accs.cc/complaintform.aspx>

Alaska

Alaska Commission on Postsecondary Education
P.O. Box 110505
Juneau, AK 99811-0505

Phone: (907) 465-2962 | Fax: (907) 465-5316
customer.service@alaska.gov

Arizona

Arizona State Board for Private Postsecondary Education
1400 W Washington Street, Room 260
Phoenix, AZ 85007

Phone: (602) 542-5709 | Fax: (602) 542-1253
http://azppse.state.az.us/student_info/compliance.asp

Arkansas

Arkansas Higher Education Coordinating Board
Arkansas Department of Higher Education
114 East Capitol Ave
Little Rock, AR 72201

Phone: (501) 371-2000

ADHE_Info@adhe.edu

<http://www.adhe.edu/SiteCollectionDocuments/AcademicAffairsDivision/ICAC%20Rules%20and%20Regulations/APPENDIXJ.pdf>

California

California Bureau of Private Postsecondary Education

P.O. Box 980818

West Sacramento, CA 95798-0818

Phone: (916) 431-6959 | Fax: (916) 263-1895

bppe@dca.ca.gov

http://www.bppe.ca.gov/forms_pubs/complaint.pdf

Colorado

Colorado Department of Higher Education

1560 Broadway, Suite 1600

Denver, Colorado 80202

Phone: (303) 866-2723 | Fax: (303) 866-4266

<http://higher.ed.colorado.gov/Academics/Complaints/default.html>

Connecticut

(As of July 1, 2011, the Board of Governors for Higher Education and the Department of Higher Education no longer exist.)

Connecticut Department of Higher Education

61 Woodland Street

Hartford, CT 06105-2326

Phone: (860) 947-1800

info@ctdhe.org

Delaware

Delaware Higher Education Office

Carvel State Office Building, 5th Floor

820 N French Street

Wilmington, DE 19801-3509

Phone: (302) 735-4000 | Fax: (302) 739-4654

dheo@doe.k12.de.us

http://www.doe.k12.de.us/infosuites/students_family/specialed/files/admin_complaints_dp/admin%20complaint%20form.pdf

District of Columbia

District of Columbia Office of the State Superintendent of Education

Education Licensure Commission
810 First Street, NE 9th Floor
Washington, DC 20002

Phone: (202) 724-2095
Phone: (202) 727-6436
Email: osse@dc.gov

Florida

Florida Commission on Independent Education
325 W Gaines Street, Suite 1414
Tallahassee, FL 32399-0400

Phone: (850) 245-0505 | Fax: (850) 245-9667
E-mail: Commissioner@fldoe.org
<http://www.fldoe.org/cie/complaint.asp>

Georgia

Georgia Nonpublic Postsecondary Education Commission
2082 E Exchange Pl. #220
Tucker, GA 30084-5334

Phone: 770-414-3300 | Fax: 770-414-3309
<http://rules.sos.state.ga.us/docs/392/5/06.pdf>

Hawaii

Hawaii State Board of Education
P.O. Box 2360
Honolulu, Hawaii 96804

Phone: (808) 933-091; (808) 586-3334 | Fax: (808) 933-8845
ocp@dcca.hawaii.gov
http://hawaii.gov/dcca/ocp/consumer_complaint

Idaho

Idaho State Board of Education
Attn: State Coordinator for Private Colleges and Proprietary Schools
650 West State Street
P.O. Box 83720
Boise, ID 83720-0037

Phone: (208) 334-2270 | Fax: (208) 334-2632
http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp

Illinois

Illinois Board of Higher Education
431 East Adams, 2nd Floor
Springfield, Illinois 62701-1404

Phone: (217) 782-2551 | Fax: (217) 782-8548
Institutional Complaint Hotline: (217) 557-7359
info@ibhe.org
<http://www.ibhe.state.il.us/consumerinfo/complaint.htm>

Indiana

Indiana Commission on Proprietary Education
Attn: Director of Regulatory Compliance
302 W Washington Street, Room E201
Indianapolis, IN 46204

Phone: (317) 232-1320 | Fax: (317) 233-4219
<http://www.in.gov/cpe/files/sf39280-complaint.pdf>

Iowa

Iowa College Student Aid Commission
603 E 12th Street, 5th Floor
Des Moines, IA 50319

Phone: (515) 725-3400 | Fax: (515) 725-3401
<http://www.iowacollegeaid.gov/commissioncontact.asp>

Kansas

Kansas Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368

Phone: (785) 296-4917, (785) 296-1529
FAX to: 785-296-7052
<http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.pdf>

Kentucky

Kentucky Board of Proprietary Education
911 Leawood Drive
Frankfort, KY 40601-3319

Phone: (502) 564-3296, Extension 227
<http://bpe.ky.gov/Student%20Documents/Form%20to%20File%20a%20Complaint.pdf>

Louisiana

Louisiana Board of Regents
P.O. Box 3677
Baton Rouge, LA 70821-3677

Phone: (225) 342-4253 | Fax: (225) 342-9318

<http://regents.louisiana.gov/assets/docs/ProprietarySchools/StudentComplaintProcedure.pdf>

Maine

Maine Department of Education
Complaint Investigator
23 State House Station
Augusta, ME 04333-0023

Phone: (207) 624-6600 | Fax: (207) 624-6700

Maryland (new address)

Maryland Higher Education Commission
6 N. Liberty St., Baltimore, MD 21201

Phone: (410) 767-3301 | Toll Free: (800) 974-0203
<http://www.mhec.state.md.us/career/pcs/gripe.asp>

Massachusetts

Massachusetts Board of Higher Education
One Ashburton Place, Room 1401
Boston, MA 02108

Phone: (617) 994-6950 | Fax: (617) 727-0955
<http://www.mass.edu/forstudents/complaints/complaintprocess.asp>

Michigan

Michigan Department of Labor & Economic Growth
Office of Postsecondary Services
Proprietary School Unit Staff
201 N Washington Sq.
Lansing, MI 48913

Phone: (517) 373-1820 | Fax: (517) 373-2129
<http://www.michiganps.net/complaint.aspx>

Minnesota

Minnesota Office of Higher Education
1450 Energy Park Drive, Suite 350
St. Paul, MN 55108-5227

Phone: (651) 642-0567 | Fax: (651) 642-0675
<http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Mississippi

Mississippi Commission on College Accreditation
3825 Ridgewood Road
Jackson, MS 39211-6453

Mississippi Commission of Proprietary Schools and College Registration
3825 Ridgewood Road
Jackson, MS 39211-6453

Consumer Protection Division
Office of the Attorney General
State of Mississippi
PO Box 22947
Jackson, Mississippi 39225-2947

Telephone (601) 4432-6372; FAX (601) 432-6225
<http://www.ago.state.ms.us/index.php/contact>
<http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf>

Missouri

Missouri Department of Higher Education
205 Jefferson Street
P.O. Box 1469
Jefferson City, MO 65102-1469

Phone: (573) 751-2361 ; 573-526-1577
Fax: (573) 751-6635
info@dhe.mo.gov
<http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION.pdf>

Montana

Montana Board of Regents
Office of Commissioner of Higher Education
Montana University System
2500 Broadway Street
PO Box 203201
Helena, MT 59620-3201

Phone: (406) 444-6570
Email: contactocp@mt.gov
<http://mus.edu/MUS-Statement-of-Complaint-Process.asp>

Nebraska

Nebraska Coordinating Commission for Postsecondary Education
P.O. Box 95005
Lincoln, NE 68509-5005

Nebraska Department of Education
Investigations Office

301 Centennial Mall South
P.O. Box 98987
Lincoln, NE 68509-4987

Phone: (402) 471-0731

<http://www.education.ne.gov/CC/instructions.html>

<http://www.education.ne.gov/CC/complaint.pdf>

Nevada

Nevada Commission on Postsecondary Education
3663 East Sunset Road, Suite 202
Las Vegas, Nevada 89120

Phone: (702) 486-7330 | Fax: (702) 486-7340

<http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

New Hampshire

New Hampshire Postsecondary Education Commission
3 Barrell Court #300
Concord, NH 03301-8531

Phone: (603) 271-3494

<http://www.nh.gov/postsecondary/complaints>

http://www.education.nh.gov/instruction/special_ed/documents/fy12_memo9_complaint_manual_document.pdf

New Jersey

New Jersey Commission on Higher Education
P.O. Box 542
Trenton, NJ 08625

Phone: (609) 292-4310 | Fax: (609) 292-7225 or (609) 633-8420

Email: nj_che@che.state.nj.us

New Mexico

New Mexico Higher Education Department
2048 Galisteo
Santa Fe, NM 87505

Phone: (505) 476-8400 | Fax: (505) 476-8453

http://hed.state.nm.us/Complaint_3.aspx

New York

New York Office of College and University Evaluation
New York State Education Department
5 N Mezzanine
Albany, NY 12234

Telephone: (518) 474-2593 | Fax: (518) 486-2779

ocueinfo@mail.nysed.gov

<http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

North Carolina

If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the following office:

Post-Secondary Education Complaints
c/o Assistant Director of Licensure and Workforce Studies
University of North Carolina General Administration
910 Raleigh Road
Chapel Hill, NC 27515-2688
Phone: (919) 962-4558

The student may contact UNC General Administration for further details.
North Carolina Community College System
200 West Jones Street
Raleigh, NC 27603

Phone: (919) 807-7100: (919) 807-7061

http://www.nccommunitycolleges.edu/Proprietary_Schools/docs/PDFFiles/StdCompltForm.pdf

North Dakota

North Dakota Department of Career and Technical Education
State Capitol, 15th Floor
600 E Boulevard Ave. Dept. 270
Bismarck, ND 58505-0610

Phone: (701) 328-3180 | Fax: (701) 328-1255

cte@nd.gov

Ohio

Ohio State Board of Career Colleges and Schools
35 East Gay Street, Suite 403
Columbus, OH 43215-3138

Phone: (614) 466-2752 | Fax: (614) 466-2219

Toll Free (877) 275-4219

E-mail: bpsr@scr.state.oh.us

<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

Ohio Board of Regents
30 East Broad Street, 36th floor
Columbus, OH 43215-3414

Phone: 614-466-6000 | Fax: 614-466-5866
Email: hotline@regents.state.oh.us

Oklahoma

Oklahoma State Regents for Higher Education
655 Research Parkway, Suite 200
Oklahoma City, OK 73104

Phone: (405) 225-9100
<http://www.okhighered.org/current-college-students/student-complaint-form.pdf>

Oregon

Oregon Department of Education
Public Service Building
255 Capitol Street NE
Salem, Oregon 97310-0203

Phone: (503) 947-5600 | Fax: (503) 378-5156
<http://www.ode.state.or.us/search/page/?=325>

Pennsylvania

Pennsylvania Department of Education
333 Market Street
Harrisburg, PA 17126-0333

Phone: (717) 783-6788

Rhode Island

Rhode Island Board of Governors for Higher Education
Shepard Building
80 Washington Street
Providence, RI 02903

Phone: (401) 456-6008

South Carolina

South Carolina Commission on Higher Education

1333 Main Street, Suite 200, Columbia, SC 29201

E-MAIL THE COMPLAINT TO: reshleman@che.sc.gov

Phone: (803) 737-2260 | Fax: (803) 737-2297

http://www.che.sc.gov/AcademicAffairs/License/Complaint_procedures_and_form.pdf

South Dakota

South Dakota Board of Regents

306 E Capitol Ave, Suite 200

Pierre, SD 57501-2545

Phone: (803) 737-2260 | Fax: (803) 737-2297

http://www.che.sc.gov/AcademicAffairs/License/Complaint_procedures_and_form.pdf

Tennessee

Tennessee Higher Education Commission

404 James Robertson Parkway, Suite 1900

Nashville, TN 37243

Telephone: (615) 741-3605

Fax: (615) 741-6230

<http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/Complaint%20Form.rtf>

Texas

Texas Workforce Commission

Career Schools and Colleges, Room 226-T

101 E 15th Street

Austin, Texas 78778-0001

Email: career.schools@twc.state.tx.us.

<http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf>

Utah

Utah Division of Consumer Protection

160 East 300 South

Salt Lake City, Utah 84111

Phone: (801) 530-6601 | Fax: (801) 530-6001

Email: consumerprotection@utah.gov

<http://consumerprotection.utah.gov/complaints/index.html>

Vermont

Vermont Department of Education

State Board of Education

Vermont Department of Education
120 State Street
Montpelier, VT 05620-2501

Phone: (802) 828-3135

http://education.vermont.gov/new/pdfdoc/pgm_sped/policy/due_process/EDU-Due_Process_Complaint_Form_for_Parents_Guardians_or_Students.pdf

Virginia

State Council of Higher Education for Virginia
101 N 14TH St.
James Monroe Building
Richmond, VA 23219

Telephone: (804) 371-2285 | Fax: (804) 225-2604

Email: communications@schev.edu

<http://www.schev.edu/forms/StudentComplaintInformation.pdf>

Washington (Effective July 1, 2012, the Washington Higher Education Coordinating Board was replaced by the Washington Student Achievement Council)

Washington Higher Education Coordinating Board
917 Lakeridge Way
P.O. Box 43430
Olympia, WA 98504-3430

Phone: (360) 753-7869; 360-753-7800

Email: info@wsac.wa.gov

West Virginia

West Virginia Higher Education Policy Commission
1018 Kanawha Blvd E, Suite 700
Charleston WV 25301-2800

Phone: (304) 558-4016; voice 304.558.2101 | fax 304.558.5719

http://wvhepcnew.wvnet.edu/index.php?option=com_content&task=view&id=224

Wisconsin (another address)

Wisconsin Educational Approval Board
201 West Washington Avenue, 3rd Floor
Madison, WI 53703

Phone: (608) 266-1996 | Fax: (608) 264-8477

Email: eabmail@eab.state.wi.us

<http://eab.state.wi.us/resources/complaint.asp>

Wyoming

Wyoming Department of Education
2300 Capitol Avenue
Hathaway Building, 2nd Floor
Cheyenne, WY 82002-0050

Phone: (307) 777-7690

(307) 777-6234 fax

<http://edu.wyoming.gov/ContactUs.aspx>

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