

## Felician University Student Complaint Procedures

Felician University believes that most complaints can be resolved by addressing the person or persons involved. In cases where this is not possible, the University seeks to maintain open avenues for students who wish to lodge a complaint on issues that do NOT include discrimination and harassment, grading, and student conduct.

The Vice President who supervises the person involved or oversees an involved department can address the complaint. In extraordinary cases where addressing the Vice President may not be possible or where an issue remains unresolved, the student complaint procedure outlined below may assist in a resolution.

Felician 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 within the state in which it is located. 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." 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."

If after exhausting the institutional complaint procedures above and the student remains dissatisfied, Felician University provides the following information to our prospective and current students:

- Students may contact the New Jersey authorizing entity, the Office of the Secretary of Higher Education, which is also the authorizing agency for Felician University's participation in the State Authorization Reciprocity Agreement (SARA) for on-line education, at PO Box 542 Trenton, NJ 08625-0542 <http://www.state.nj.us/highereducation/> and <http://www.state.nj.us/highereducation/SARA.shtml>
- Information about filing a complaint with the University's accrediting agency, Middle States Commission on Higher Education:  
3624 Market Street, 2nd Floor West, Philadelphia, PA 19104  
Telephone: (267) 284-5000  
<http://www.msche.org/documents/How-to-File-a-Complaint-with-the-Commission.pdf>
- The Commission on Collegiate Nursing Education accreditation procedures (PDF) for Nursing and the Council for the Accreditation of Educator Preparation (CAEP) complaint review committee for the Teacher Education Program.

Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of FERPA. Contact the Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202.

Allegations of harassment should be addressed through the Anti-Harassment Policy. The grading policy, conduct and the grievance Procedure can be found in the Felician University Student Handbook and the catalog.