

Felician College Student Complaint Procedure

Felician College believes that the vast majority of complaints can be resolved by addressing the person or persons involved. In cases where this is not possible, 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 College 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.”

To comply with this regulation, Felician College provides the following information to our prospective and current students:

The Office of Secretary of Higher Education PO Box 542 Trenton, NJ 08625-0542
<http://www.state.nj.us/highereducation/>

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>

Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the College 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 and the Grievance Procedure which can be found in the Felician College Student Handbook.