

## COMPLAINT PROCESS

*An institution must make available to a student or prospective student 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.*

### PEIRCE COLLEGE POLICIES AND PROCEDURES

Students with grievances should follow the appropriate procedures stated in the [Peirce College Catalog](#) in an effort to reach a resolution to Academic Grievances and Non-academic Complaints.

### COMPLAINT PROCESS FOR ONLINE STUDENTS

Online students should follow the procedures described above and attempt to reach a resolution by adhering to institutional policies.

If the grievances are not satisfactorily resolved via institutional policies, students may lodge a complaint with the [Pennsylvania Department of Education](#). Complaints may be filed by students from any state. Note: Grade appeals and student conduct complaints are governed entirely by the College's institutional processes.

- [Complaint form for colleges and universities](#) (PDF)

### MIDDLE STATES COMMISSION ON HIGHER EDUCATION

Please view the policy on [Complaints Involving Member and Candidate Institutions](#).

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