MARYLAND HIGHER EDUCATION COMMISSION

Student Complaint Process -

Institutions of Higher Education

1. A student must first exhaust the complaint/grievance procedures established by the institution.

2. Disposition of specific types of complaints. A student shall submit a specific type of complaint to the appropriate agency or organization as described below:

- A complaint pertaining to occupational licensure requirements shall be submitted to the appropriate licensing board or entity. The student shall obtain contact information from the institution.

- A complaint concerning compliance with the standards of accreditation shall be submitted to the accrediting agency. The student shall obtain contact information from the institution.

- A complaint pertaining to potential violations of consumer protection shall be submitted to:

  Consumer Protection Division
  Office of the Attorney General
  200 Saint Paul Place
  Baltimore, Maryland 21202
  Telephone: 410-528-8662

  More information is available at:

  http://www.oag.state.md.us/Consumer/complaint.htm

- A complaint concerning discrimination shall be submitted to:

  Office for Civil Rights, *Philadelphia Office*
  U.S. Department of Education
  100 Penn Square East, Suite 515
  Philadelphia, PA 19107-3323
  Telephone: 215-656-8541

  More information is available at:

  http://www2.ed.gov/about/offices/list/ocr/docs/howto.html?src=rt

3. Disposition of complaints involving alleged violations of the Education Article or the Code of Maryland Regulations (COMAR) Title 13B Maryland Higher Education Commission.

- A student shall submit a complaint involving an alleged violation of the Education Article or COMAR Title 13B to the Commission. The complaint shall in writing and signed by the student. (MHEC Student Complaint Form)

- The Commission will acknowledge and investigate a complaint involving an alleged violation of the Education Article or COMAR Title 13B.

- The Commission will ask the institutional President to look into the matter and report back to the Commission.

- The Commission staff may interview the institution's employees and the complainant as part of its investigation.

- The Commission may take regulatory action based on its review and in accordance with the Education Article and COMAR Title 13B.

- A complaint pertaining to matters other than the Education Article or COMAR Title 13B will not be entertained by the Commission, and will not be referred to another agency or organization.