



# Complaints Handling Procedure

Version: August 2020

## 1. Introduction

1.1 The Complaints Handling Procedure reflects Glasgow Caledonian New York College's commitment to valuing its people and their concerns. This process is intended for the handling of formal complaints which will be recorded by the College. Students, recent students, applicants and members of the public should feel free to raise matters of concern without risk of disadvantage. Our aim is to resolve issues of dissatisfaction as close to the initial point of contact as possible and to conduct thorough and fair investigations of complaints so that, where appropriate, we can make evidence-based decisions on the facts of each individual case.

1.2 Resolving complaints early saves time and resources and contributes to the overall efficiency of the College. Concentrating on achieving an early resolution of a complaint as close to the point of contact as possible will free up the time of academic and support staff and ultimately contribute to the continued positive experience of our students and members of the public.

1.3 The full Complaints Handling Procedure can be found at [www.gcnyc.com](http://www.gcnyc.com) in Consumer Information.

## 2. Scope and Purpose

### 2.1 What is a complaint?

For the purpose of this procedure, a complaint may be defined as:

'an expression of dissatisfaction by one or more individuals about the standard of service, action or lack of action by or on behalf of the Institution.'

A complaint may relate to:

- the quality and standard of service
- failure to provide a service
- the quality of facilities or learning resources
- treatment by or attitude of a staff member, student or contractor
- inappropriate behavior by a staff member, student or contractor
- the failure of the College to follow an appropriate administrative process
- dissatisfaction with the college's policies (although it should be recognized that policy is set at the discretion of the College)

The definition of a complaint is very broad and the list above is not exhaustive.

However, not every concern raised within the College is a complaint. For example, the following are not complaints:

- a routine, first-time request for a service
- a request under the Freedom of Information Law
- a request for information or an explanation of policy or practice
- an insurance claim
- a request for compensation only
- an attempt to have a complaint reconsidered where the College's decision has been made
- an appeal about an academic decision on assessment or admission

These issues will be dealt with under the alternative appropriate processes rather than the CHP. It should be noted, however, that some situations can involve a combination of issues, some are complaints and others are not, and each case will be assessed on a case by case basis.

Complaints related to the following areas may be recorded as complaints but will also be dealt with under the alternative appropriate processes:

- Code of Student Conduct violations
- Title IX violations
- Clery Act violations

## **2.2 Who can make a complaint?**

The CHP covers complaints from anyone who receives, requests or is affected by our services. This includes, although is not limited to:

- current students and those who have left recently (all referred to as 'students' through the remainder of this procedure) where they have a complaint about matters which are (or were at the time they arose) the responsibility of the College
- members of the public, where they have a complaint about matters which are (or which were at the time they arose) the responsibility of the College
- members of the public who are applying for admission to the College and whose complaint does not relate to academic judgement.

Complaints made by a third party with the explicit permission of the complainant will be dealt with according to the same procedures and timescales.

### **2.3 Submitting a Formal Complaint**

Formal complaints must be made by submitting a GCNYC Formal Complaints Form (Appendix 1) to the Director of Operations, Title IX Coordinator. Forms may be sent to [complaints@gcnyc.com](mailto:complaints@gcnyc.com) (with the exception of anonymous complaints, see 2.4). General complaints made to College administration whether in writing, in person, by telephone, email or online will not be handled as a Formal Complaint unless the form is submitted. The form is required in order to provide full details of the complaint and the preferred resolution.

### **2.4 Submitting a Formal Complaint Anonymously**

Complaints submitted anonymously will be considered if there is enough information in the complaint to enable the College to make further inquiries. However, the College may give consideration to the issues raised, and will record the complaint so that corrective action can be taken as appropriate. To submit an anonymous complaint please [click here](#).

### **2.5 Complaints involving other organizations or contractors**

If an individual complains to the College about the service of another organization, but the College has no involvement in the issue, the individual should be advised to contact the appropriate organization directly.

### **2.6 Time limit for making complaints**

Complaints should be raised with the College as soon as problems arise to enable prompt investigation and swift resolution. This CHP sets a time limit of six months to raise a complaint with the College, starting from when the complainant first became aware of the problem, unless there are special circumstances for requesting consideration of a complaint beyond this time.

## **3. The Complaints Handling Procedure**

### **3.1 Overview**

The CHP is intended to provide a quick, simple and streamlined procedure with a strong focus on early resolution by empowered and well-trained staff. The procedure involves up to two stages:

**Stage 1** – A Formal Complaint Form is submitted to the College and an investigation is launched by the Complaints Committee. The Committee will suggest a frontline resolution to the complainant.

**Stage 2** – The Complaints Committee will reconvene to discuss the possibility of an alternate solution or assign a designee to re-investigate. This is appropriate where a complainant is dissatisfied with the outcome of frontline resolution, or where frontline resolution is not possible or appropriate due to the complexity or seriousness of the case.

### **3.2 Complaints Committee**

The Complaints Committee is comprised of the Vice President & Provost, Director of Academic Engagement, the Director of Operations, Title IX Coordinator and one faculty member. The composition of this group is decided by the Vice President & Provost.

The Committee may designate some or all members to act as the investigators of a complaint.

In the event that any members of the Complaints Committee are involved in a complaint, they will be removed from the related investigation process. The remaining Committee members will select an appropriate temporary replacement.

### **3.3 Stage 1**

Upon receiving a Formal Complaint Form, the College's Complaints Committee will convene to review the complaint, conduct an investigation and offer a frontline resolution to the complainant. The complaint will be recorded by the Director of Operations, Title IX Coordinator.

It is important to be clear from the start of the investigation stage exactly what is being investigated, and to ensure that both the complainant and the investigators understand the scope of the investigation. In discussion with the complainant, three key questions will be considered:

- what specifically is the complaint (or complaints)?
- what does the complainant hope to achieve by complaining?
- do the complainant's expectations appear to be reasonable and achievable?

### **3.4 Stage 1 Timescale**

The following deadlines will be used for cases at Stage 1 of the CHP:

- complaints will be acknowledged in writing within three working days of receipt
- the College will provide a full response and frontline resolution to the complaint as soon as possible but not later than 20 working days from the time that the complaint was received for investigation

### **3.5 Closing the Complaint at Stage 1**

The outcome will be communicated to the complainant either face-to-face, by phone, video conference, in writing or by email. There is no requirement to send out further written communication to the complainant, although the College may decide to do so. The response to the complainant must address all topics for which the College is responsible and explain the reasons for the decision.

### **3.6 Stage 2**

If the complainant is dissatisfied with the frontline resolution or believes progression to Stage 2 of the CHP is necessary, they must notify the Complaints Committee and explain their reasoning via email at [complaints@gcnyc.com](mailto:complaints@gcnyc.com) within 5 business days.

The Complaints Committee reserves the right to deny the request for escalation to Stage 2.

Complaints at this stage have already been considered at the frontline resolution stage (Stage 1).

A complaint may be moved to Stage 2 when:

- frontline resolution was attempted, but the complainant remains dissatisfied. This may be after the case has been closed following the frontline resolution stage
- the issues raised are complex and will require further investigation
- the complaint relates to issues that have been identified by the GCNYC has high risk or high profile.

### **3.7 Process for Stage 2 Complaint Investigation**

Upon deciding that Stage 2 of the CHP is required, the Complaints Committee will reconvene to review options for an alternative resolution, the need for further investigation, the need for an adjustment to the Committee or other reason as determined by the Vice President & Provost or the Committee.

### **3.8 Stage 2 Timescale**

The following deadlines will be used for cases at Stage 2 of the CHP:

- the College will provide a full response to the Stage 2 complaint as soon as possible but not later than 20 working days from the time that the request was received for further investigation.

### **3.9 Closing the complaint at the Stage 2**

The outcome of the Stage 2 investigation will be communicated to the complainant in writing or via email. The decision, and details of how and when it was communicated to the complainant together with, if relevant, details of the resolution offered, will be recorded.

## **4. Governance of the Complaints Handling Procedure**

### **4.1 Staff roles and responsibilities**

All Staff and Faculty will be made aware of:

- The CHP
- The need to direct complainants to the Formal Complaints Form and requirement of submitting this form to [complaints@gcnyc.com](mailto:complaints@gcnyc.com) in order to be investigated and recorded.

All Complaints Committee members will be made aware of:

- the CHP
- how to handle and record complaints at the frontline resolution stage
- who they can refer a complaint to if they are unable to handle the matter personally
- the need to try to resolve complaints early and as locally (within their department) as possible and
- their clear authority to attempt to resolve any complaints they may be called upon to deal with.

Senior management will ensure that:

- the College's final position on a complaint investigation is signed off by an appropriate senior member of staff to provide assurance that this is the definitive response of the College and that the complainant's concerns have been taken seriously;
- it maintains overall responsibility and accountability for the management and governance of complaints handling within the College;
- mechanisms are in place to ensure a consistent approach to the way complaints handling information is managed, monitored, reviewed and reported at all levels in the College.

## 5. Recording, Reporting, Publicizing and Learning

Valuable feedback is obtained through complaints. One of the objectives of the CHP is to identify opportunities to improve provision of services across the College. The College must record all Formal Complaints so that complaints data can be used for analysis and management reporting. By recording and using complaints information in this way, the causes of complaints can be identified and addressed and, where appropriate, training opportunities can be identified, and improvements introduced. For records and information contact [complaints@gcnyc.com](mailto:complaints@gcnyc.com).

### 5.1 Recording complaints

To collect suitable data, it is essential that all complaints are recorded in sufficient detail. The minimum requirements are as follows:

- name and contact details of the complainant
- date of receipt of the complaint
- how the complaint was received
- category of complaint
- committee members responsible for handling the complaint
- action taken and outcome from any frontline resolution stage
- date the complaint was closed at frontline resolution stage
- date the investigation stage was initiated (if applicable)
- action taken and outcome at investigation stage (if applicable)
- date the complaint was closed at the investigation stage (if applicable)
- underlying cause and remedial action taken (if applicable)
- response times at each stage. The College has structured systems for recording complaints, their outcomes and any resulting action so that complaint data can be used for internal reporting as indicated below.

### 5.2 Internal Reporting of Complaints

The College has a system for the internal reporting of complaints information. Regularly reporting the analysis of complaints information helps to inform the management of service improvements. Information reported internally will include:

- 
- performance statistics, detailing complaints volumes, types and key performance information, for example on time taken to resolve complaints and the stage at which complaints were resolved
  - the trends and outcomes of complaints and the actions taken in response including examples to demonstrate how complaints have helped improve services. This information will be reported each trimester to the GCNYC PEG.

### **5.3 Learning from Complaints**

Complaint investigators will always try to ensure that all parties involved understand the findings of the investigation and any decisions made. Senior management will ensure that the College has procedures in place to act on issues that are identified. These procedures facilitate:

- using complaints data to identify the root cause of complaints
- taking action to reduce the chance of this happening again
- recording the details of corrective action in the complaints file
- systematically reviewing complaints performance reports to improve performance.

The analysis of management reports detailing complaints performance will help to ensure that any trends or wider issues which may not be obvious from individual complaints are quickly identified and addressed. Where the College identifies the need for service improvement:

- a member of staff (or team) will be designated the 'owner' of the issue, with responsibility for ensuring that any identified action is taken
- a target date will be set for the action to be implemented and followed up to ensure delivery within this timescale
- where appropriate, performance in the service area will be monitored to ensure that the issue has been resolved.

## **6. Maintaining Confidentiality**

### **6.1 Confidentiality and data protection**

Complaints will be handled with discretion and access to information about individual investigations will only be shared with those who have a legitimate access requirement. In determining access requirements, the College will take cognizance of legislative requirements, for example, data protection and freedom of information legislation and also any internal policies on confidentiality and the use of complainant information.

Complainants and other parties to the complaint are entitled to request access to information about them gathered by complaint investigators. Such requests will be dealt with under the appropriate legislation.

### **6.2 Reporting outcomes**

When a complaint has been raised against a student or member of staff and has been upheld or partially upheld, the complainant will be advised of this. However,

information about specific students or staff members will not normally be shared, particularly where disciplinary action is taken.

## **7. Supporting the Complainant**

Anyone who receives, requests or is directly affected by the services the College provides has the right to access the Complaints Handling Procedure. The College will seek to make reasonable adjustments to enable complainants with specific needs to access the Complaints Handling Procedure easily.

## **8. Managing Unacceptable Behavior**

### **8.1 Basic Principles and Expectations**

Complainants are subject to the same expectations regarding their behavior as all others who interact with the College, its staff and students. Complainants should feel free to raise matters of concern without risk of disadvantage, but where a complainant's behavior over the complaint is deemed to be unacceptable, the College reserves the right to invoke other procedures as necessary. In the case of applicants for admission to the College, unacceptable behavior may result in consideration of an application being terminated, or an offer of admission being withdrawn. In the case of students, unacceptable behavior may result in referral under the Code of Student Discipline. If such action is deemed necessary, the complainant will be advised of this and attempts will nevertheless be made to complete the investigation of the complaint, though contact with the complainant may be restricted.

### **8.2 Aggressive or abusive behavior**

The College understands that many complainants may be angry about the issues they have raised in their complaint. If that anger escalates into aggression toward College staff, we consider that unacceptable. Any violence or aggression towards staff will not be accepted. Aggression is not restricted to acts that may result in physical harm. It also includes behavior or language (whether verbal or written) that may cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness. We also consider inflammatory statements and unsubstantiated allegations to be abusive behavior.

### **8.3 How the College will manage aggressive or abusive behavior**

The threat or use of physical violence, verbal abuse or harassment towards College staff is likely to result in a termination of all direct contact with the complainant. A report will

always be made to the police if physical violence is used or threatened. We will not accept any correspondence (letter, fax or electronic) that is abusive to staff or contains allegations that lack substantive evidence. We will tell the complainant that we consider their language offensive, unnecessary and/or unhelpful and ask them to stop using such language. We will state that we will not respond to their correspondence if the action of behavior continues. Telephone calls may be recorded and College staff will end telephone calls if they consider the caller aggressive, abusive or offensive. College staff have the right to make this decision, to tell the caller that their behavior is unacceptable and end the call if the behavior persists.

In extreme situations, the College will tell the complainant in writing that their name is on a “no personal contact” list. This means that we will limit contact with them to either written communication or through a third party.

#### **8.4 Unreasonable demands**

While staff will make every attempt to resolve complaints fully and within the published timescales, and to respond to reasonable requests from complainants, staff should not be subjected to unreasonable demands. A demand becomes unreasonable when complying with it would have such an impact on the work of staff that it would disadvantage others with a legitimate call on that staff member’s time. Examples of unacceptable behavior under this heading include:

- repeatedly demanding responses within an unreasonable timescale
- insisting on speaking to a particular staff member when that is not possible
- repeatedly changing the substance of a complaint or raising unrelated concerns.

#### **8.5 Unreasonable levels of contact**

Sometimes the volume and/or duration of contact made to College staff by a complainant causes problems. This can occur over a short period, for example, a number of telephone calls in a day, or over the life-span of a complaint when a complainant repeatedly calls (in person or by telephone), emails, or submits unreasonable volumes of information which has already been sent or which is not relevant to the complaint. This level of contact will be regarded as unacceptable when the amount of time spent dealing with the complainant impacts on the ability of staff to investigate the complaint, impacts adversely on the College’s ability to attend to other business or is considered disproportionate to the issue(s) being complained about.

#### **8.6 Unreasonable use of the Complaints Handling Procedure**

Individuals have the right to complain to the College more than once, if subsequent issues arise. However, this becomes unreasonable when the effect of the repeated or

additional complaint(s) is to harass staff or prevent the College from pursuing its legitimate business or implementing a legitimate decision. Access to the Complaints Handling Procedure is important and the College will only consider its repeated use unreasonable in exceptional circumstances, but reserves the right to refuse to consider repeated complaint(s) in those exceptional cases.

### **8.7 Examples of how we deal with other categories of unreasonable behavior**

The College will take action when unreasonable behavior impacts on the functioning of any aspect of College business.

We aim to do this in a way that allows a complaint to progress through the Complaints Handling Procedure. We will try to ensure that any action we take is the minimum required to solve the problem, taking into account relevant personal circumstances including the seriousness of the complaint and the needs of the individual.

Where a complainant repeatedly phones, visits the office, raises repeated issues, or send large numbers of documents where their relevance is not clear, we may decide to:

- limit contact to telephone calls from the complainant at set times on set days
- restrict contact to a nominated member of College staff who will deal with future calls or correspondence from the complainant
- see the complainant by appointment only
- restrict contact from the complainant to writing only
- return any documents to the complainant or, in extreme cases, advise the complainant that further irrelevant documents will be destroyed
- take any other reaction that we consider appropriate.

Where we consider continued correspondence on a wide range of issues to be excessive, we may tell the complainant that only a certain number of issues will be considered in a given period and we may ask them to limit or focus their requests accordingly. In exceptional cases, we reserve the right to refuse to consider a complaint or future complaints from an individual. We will take into account the impact on the individual and also whether there would be a broader public interest in considering the complaint further.

We will always tell the complainant what action we are taking and why.

### **8.8 The process we follow to make decisions about unreasonable behavior**

#### **a) Restricting Contact**

Any member of College staff who directly experiences aggressive or abusive behavior from a complainant has the authority to deal immediately with that behavior in a

manner they consider appropriate to the situation and in line with this policy.

b) How we let people know we have made this decision

When a College employee makes an immediate decision in response to aggressive or abusive behavior, the complainant is advised at the time of the incident. When a decision has been made to restrict future contact, the restricted contact arrangements and, if relevant, the length of time that these restrictions will be in place. This ensures that the complainant has a record of the decision.

It should also be noted that where the unreasonable behavior has been carried out by a registered student of the College, the Code of Student Discipline may be invoked.

c) The process for appealing a decision to restrict contact

A complainant can appeal a decision to restrict contact. If they do this we will only consider arguments that relate to the restriction and not the either the complaint made to us or to our decision to close a complaint.

An appeal could include, for example, a complainant saying that their actions were wrongly identified as unacceptable; the restrictions were disproportionate or that they will adversely impact on the individual because of personal circumstances.

A senior member of staff who was not involved in the original decision to restrict contact will consider the appeal. They will have the discretion to quash or vary the restriction as they think best. They will make their decision based on the evidence available to them. They must advise the complainant in writing (or other appropriate format, depending on the needs of the individual) that either the restricted contact arrangements still apply or a difference course of action has been agreed.

d) How we record and review a decision to restrict contact

We record all incidents of unacceptable actions by complainants. Where it is decided to restrict complainant contact, an entry noting this is made in the relevant file and on appropriate computer records. A decision to restrict complainant contact as described above may be reconsidered if the complainant demonstrates a more acceptable approach.

## 9. Student Complaint Information by State and Agency

### Alabama:

Alabama Commission on Higher Education - Office of Institutional Effectiveness and Planning  
Complaints for out-of-state institutions are referred to the Alabama Department of Postsecondary Education (ADPE) for response. Please see the ADPE link below. For in-state institutions, contacts are posted to the ACHE website at <http://www.ache.state.al.us/>

Alabama Department of Postsecondary Education - Office of Private School Licensing Division  
<https://www.accs.cc/index.cfm/school-licensure/complaints/>

### Alaska:

Alaska Commission on Postsecondary Education  
[http://acpe.alaska.gov/ABOUT\\_US/Consumer\\_Protection](http://acpe.alaska.gov/ABOUT_US/Consumer_Protection)

### Arizona:

Arizona State Board for Private Postsecondary Education  
<https://ppse.az.gov/complaint>

### Arkansas:

Arkansas Department of Higher Education  
<http://www.adhe.edu/institutions/academic-affairs/institutional-certification-advisory-committee/>

Arkansas State Board of Private Career Education  
<http://www.sbpce.arkansas.gov/complaint-process>

### California:

Bureau for Private Postsecondary Education  
<http://www.bppe.ca.gov/enforcement/complaint.shtml>  
\*note currently only for institutions regulated by BPPE.

<https://oag.ca.gov/contact/consumer-complaint-against-business-or-company>

\*note that the CA AG Office may take complaints, but does not meet federal requirements for the new July 1, 2018 regulations – if they take effect.

### Colorado:

Colorado Department of Higher Education  
<http://highered.colorado.gov/Academics/Complaints/default.html>

Division of Private Occupational Schools  
<http://highered.colorado.gov/DPOS/Students/complaint.html>

### Connecticut:

The Office of Financial and Academic Affairs for Higher Education  
<http://www.ctohe.org/StudentComplaints.shtml>

**Delaware:**

Delaware Department of Education

The Delaware Department of Education will investigate complaints. Such complaints must be in writing and verified by the signature of the person making the complaint. Oral, anonymous or unsigned complaints will not be investigated. Until the web site is functional, please write or call for more information. The Delaware Department of Education; Teacher and Administrator Quality; John W. Collette Resource Center; 35 Commerce Way; Dover, DE 19904. The Delaware Department of Education phone number is 302-857-3388.

**District of Columbia:**

Education Licensure Commission

<http://osse.dc.gov/service/public-complaints>

**Florida:**

Commission for Independent Education- Department of Education

<http://www.fldoe.org/policy/cie/file-a-complaint.shtml>

**Georgia:**

Nonpublic Postsecondary Education Commission

<https://gnpec.georgia.gov/student-complaints>

**Hawaii:**

Hawaii Post- Secondary Education Authorization Program

<http://cca.hawaii.gov/hpeap/student-complaint-process/>

**Idaho:**

Idaho State Board of Education

<https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/>

**Illinois:**

Illinois Board of Higher Education

<http://complaints.ibhe.org/>

**Indiana:**

Indiana Department of Workforce Development

<http://www.in.gov/dwd/2731.htm>

**Iowa:**

Iowa College Student Aid Commission

<https://www.iowacollegeaid.gov/content/constituent-request-review>

**Kansas:**

Kansas Board of Regents

[http://www.kansasregents.org/academic\\_affairs/private\\_out\\_of\\_state/complaint\\_p\\_rocess](http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_p_rocess)

**Kentucky:**

Kentucky Council on Postsecondary Education  
[http://cpe.ky.gov/campuses/consumer\\_complaint.html](http://cpe.ky.gov/campuses/consumer_complaint.html)

**Louisiana:**

Louisiana Board of Regents  
<http://www.regents.la.gov/subhome/students>  
<http://www.regents.la.gov/page/proprietary-schools>

**Maine:**

Maine Department of Education, Office of Higher Education Services  
[http://www.maine.gov/ag/consumer/complaints/complaint\\_form.shtml](http://www.maine.gov/ag/consumer/complaints/complaint_form.shtml)  
Complaints shall be addressed in writing to the Maine Department of Education, Office of Higher Education, Augusta, Maine, 04333, with specific facts and allegations and signed by the complainant. The school shall be notified of any complaints which are to be investigated. For more information, please contact Mr. Ángel Loredó, the Higher Education Specialist - [Angel.Loredo@maine.gov](mailto:Angel.Loredo@maine.gov).

**Maryland:**

Maryland Higher Education Commission  
[http://mhec.maryland.gov/institutions\\_training/Pages/acadaff/acadaffairsdepartments.aspx](http://mhec.maryland.gov/institutions_training/Pages/acadaff/acadaffairsdepartments.aspx)

**Massachusetts:**

Massachusetts Division of Professional Licensure Office of Private Occupational School Education  
<http://www.mass.gov/ocabr/government/oca-agencies/dpl- lp/schools/students/information-for-students.html>

Massachusetts Department of Higher Education  
<http://www.mass.edu/forstufam/complaints/complaints.asp>

**Michigan:**

Michigan Department of Licensing and Regulatory Affairs  
[http://www.michigan.gov/lara/0,4601,7-154-35299\\_61343\\_35395\\_35396---,00.html](http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396---,00.html)

**Minnesota:**

Minnesota Office of Higher Education  
<http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

**Mississippi:**

Mississippi Commission on College Accreditation  
<http://www.mississippi.edu/mcca/>

**Missouri:**

Missouri Department of Higher Education  
<https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>

**Montana:**

Montana University System, Montana Board of Regents  
<http://www.mus.edu/MUS-statement-of-complaint-process.asp>

**Nebraska:**

Nebraska Department of Education, Private Postsecondary Career Schools  
<http://www.education.ne.gov/PPCS/PPCS%20Forms.html>

Nebraska Coordinating Commission for Postsecondary Education  
<https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

**Nevada:**

Nevada Commission on Postsecondary Education  
New Website Coming Soon! Per Kelly Wuest in Nevada ([kdwuest@nvdetr.org](mailto:kdwuest@nvdetr.org)) the new site will be up soon: [www.cpe.nv.gov](http://www.cpe.nv.gov)

Only SARA portal information available at this time.

**New Hampshire:**

Department of Education, Division of Higher Education, Higher Education Commission  
<http://www.education.nh.gov/highered/compliance-allegation.htm>

**New Jersey:**

New Jersey Department of Labor and Workforce Development, Center for Occupational Employment Information: <http://lwd.state.nj.us/labor/lwdhome/coei/teu.html>

Office of the Secretary of Higher Education:  
<http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

**New Mexico:**

New Mexico Higher Education Department  
<http://www.hed.state.nm.us/institutions/complaints.aspx>

**New York:**

Office of College and University Evaluation:  
<http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

**North Carolina:**

The University of North Carolina Board of Governors  
<http://www.northcarolina.edu/?q=complaints>

**North Dakota:**

North Dakota State Board for Career and Technical Education  
<http://www.nd.gov/cte/private-post-inst/>

North Dakota University System  
<http://www.ndus.edu/system/state-authorization/>

**Ohio:**

The Ohio Board of Regents  
<https://www.ohiohighered.org/students/complaints>

Ohio State Board of Career Colleges and Schools  
<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

**Oklahoma:**

Oklahoma State Regents for Higher Education  
<http://www.okhighered.org/current-college-students/complaints.shtml>

Oklahoma Board of Career and Technology Education  
<http://www.okcareertech.org/about/state-agency/policies/policies-and-disclaimers/comments-or-complaints-policy>

The Oklahoma Board of Private Schools

A Form is available by request to the OBPVS Staff, but is not required. Unless a safety or other issue requiring an in-person investigation is alleged, a "Student," complaint will be accepted and sent to the institution for a response that may then be forwarded to the complainant for further input. Nora Ann House, Director, 3700 N. Classen Blvd., Ste. 250, Oklahoma City, OK 73118, phone 405/528-3370, FAX 405/528-3366, nhouse@obpvs.ok.gov

**Oregon:**

Office of Degree Authorization  
<http://www.oregonstudentaid.gov/oda.aspx>

Department of Education Private and Career Schools Office  
<http://www.oregon.gov/highered/institutions-programs/private/Pages/private-postsecondary.aspx>

**Pennsylvania:**

Department of Education  
<http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1>

**Puerto Rico:**

Puerto Rico Council on Education  
**None listed in English <http://www.ce.pr.gov/> Difficulty with google translate as well.**

**Rhode Island:**

Rhode Island Board of Governors for Higher Education  
<http://www.ribghe.org/students.htm>

**South Carolina:**

South Carolina Commission on Higher Education

<http://www.che.sc.gov/Students,FamiliesMilitary/LearningAboutCollege/ConsumerInformation.aspx>

**South Dakota:**

Secretary of State (South Dakota Attorney General)

<http://consumer.sd.gov/complaintform.aspx>

**Tennessee:**

Tennessee Higher Education Commission

<https://www.tn.gov/thec/for-students-and-families/transcript-requests-and-institution-complaints.html>

**Texas:**

Texas Workforce Commission

<http://www.twc.state.tx.us/svcs/propschools/problem-school.html>

Texas Higher Education Coordinating Board

<http://www.thecb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9>

**Utah:**

Utah Division of Consumer Protection

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

**Vermont:**

Vermont State Board of Education

<http://schev.edu/index/students-and-parents/resources/student-complaints>

**Virginia:**

Private & Out-of-State Postsecondary Education, State Council of Higher Education for Virginia

<http://schev.edu/index/students-and-parents/resources/student-complaints>

**Washington:**

Washington Student Achievement Council

<http://www.wsac.wa.gov/student-complaints>

Washington Workforce Training and Educ. Coord. Board

[http://www.wtb.wa.gov/PCS\\_Complaints.asp](http://www.wtb.wa.gov/PCS_Complaints.asp)

**West Virginia:**

WV Higher Educ. Policy Commission

<http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf>

**Wisconsin:**

Wisconsin Educational Approval Board

<https://dsps.wi.gov/Pages/Programs/EducationalApproval/Student.aspx>

**Wyoming:**

Wyoming Department of Education

<http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/>

**Middle States Commission on Higher Education (MSCHE):**

<https://msche.box.com/shared/static/sb2xi07n7cd9v90wksurky2sh4p7twwj.pdf>



## FORMAL COMPLAINT SUBMISSION FORM

### Information for all complainants:

This form should be submitted for formal complaints only. This form may be appropriate if you have a complaint about a matter which is the responsibility of the College, and you have not been able to resolve it by raising the issue directly with the appropriate area or department or believe the complaint to be worthy of an investigation by the College per the Complaints Handling Procedure. All complaints submitted via this form will be recorded by the College.

If you have relevant documentary evidence to support your complaint, it should be submitted with this form. Evidence submitted should be as concise as possible and relevant to the complaint. Unreasonable quantities of evidence or evidence which is deemed not to be relevant to your complaint may not be considered. Investigation of your complaint will not commence until you confirm that your supporting documentation (evidence) is complete.

To submit a complaint anonymously: See instructions in the Formal Complaints Handling Procedure Section 2.4.

Questions or Submission of this form: [Complaints@gcnyc.com](mailto:Complaints@gcnyc.com)

### PERSONAL DETAILS

Full Name	
Address	
Email	
Telephone	

Please provide a summary of your complaint (300 word maximum)

Please describe what actions have been taken (if any) to resolve the complaint (200 word maximum)

If relevant, please explain which issues you feel are not resolved (200 word maximum)

Please explain how you would like your complaint to be resolved (200 word maximum)

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SUPPORTING DOCUMENTATION

Do you wish to submit any supporting documentation (evidence) for consideration?

Yes/No

If 'yes', please check here to confirm that what you have submitted is complete

Signature \_\_\_\_\_ Date \_\_\_\_\_

This form must be submitted via email to [complaints@gcnyc.com](mailto:complaints@gcnyc.com).