



COMPLAINT FORM

The New England Commission of Higher Education responds to complaints regarding allegations of institutional conditions “that raise significant questions about the institution’s compliance with the *Standards for Accreditation*.”

All institutions accredited by the Commission are required to have in place grievance and complaint policies and procedures that are well publicized and fairly administered. It is the responsibility of the complainant first to attempt to resolve the matter within the institution and to provide evidence that such effort has been made.

Please review the “Policy and Procedures for the Consideration of Complaints made Against Affiliated Institutions” and the *Standards for Accreditation* before completing this form. Both are available on the Commission website (www.neche.org), along with further information and a list of Frequently Asked Questions About Complaints.

If necessary, you may attach additional sheets of paper to this form; please number all additional pages. Include copies of documents that are relevant to the complaint. If you have further questions, contact Vice President Carol Anderson at 781-425-7713 or email canderson@neche.org.

Institutional information

College or university named in the complaint

Complainant information

Name

Address

Telephone

Email

Status in relation to the institution named in the complaint (check all that apply)

- Student
- Faculty
- Staff
- Other _____ (please specify)
- Currently enrolled/employed at the institution
- Graduated
- Withdrawn/left
- On Leave
- Terminated

1. State the general nature of your complaint as clearly and concisely as possible. This statement helps Commission staff determine if the complaint falls within the scope of the Commission's complaint policy.

2. Briefly describe the details of the complaint, including the timeframe when the events occurred. Note that except in extraordinary circumstances, the Commission does not consider complaints regarding matters that took place more than three years prior to the filing of the complaint.

3. Which of the Commission's *Standards for Accreditation* does your complaint refer to? Identify the **specific standard (s), paragraph(s), and sentence(s)**. In what way is the circumstance you describe an institutional condition (not an individual grievance) that may suggest a violation of the *Standards for Accreditation*?

4. List the steps you have taken to resolve the complaint, demonstrating that a serious effort has been made to pursue grievance or complaint procedures within the institution. Include relevant grievance and appeals policies and processes at the institution, as well as copies of all institutional correspondence relating to the complaint.

5. Explain any other external channels that you are pursuing to resolve the complaint, including litigation.

6. Summarize the resolution you are seeking.

7. List the documents you have included to support this complaint. In keeping with the Commission's complaint policy, materials should include "substantial evidence" that states "relevant and provable facts." Materials should be limited and directly supportive of the complaint.

Your complaint will not be processed unless all boxes below are checked and you have signed and dated the Complaint Form. Please acknowledge that:

- I have read the NECHE complaint policy and agree that this form constitutes my formal complaint.
- I understand that the Commission does not
 - consider anonymous complaints;
 - adjudicate individual grievances;
 - act as a court of appeal or regulatory body;
 - intervene in an institution's internal procedures.
- I authorize NECHE to provide my complaint and supporting documents to the institution involved.
- I attest that the matter is not in litigation and does not involve criminal conduct.
- I hereby certify that all the information I have given above is true and complete to the best of my knowledge.

Name of Complainant(s) (please print) _____

Signature(s)

Date(s)

**Please mail (do not fax, email, or hand-deliver) this form and documents to
New England Commission of Higher Education
3 Burlington Drive, Suite #100
Burlington, MA 01803**