Student Grievance Processes

Syracuse University makes every effort to resolve student complaints within the University, usually at the school/college or department level, using policies and procedures outlined in the University Course Catalog, the Student Handbook, or on the University Policies page.

Students have the right to utilize any and all such administrative procedures to address concerns and/complaints in a timely a manner as possible. For procedures regarding:

Academics

If you have concerns about a course grade and are considering an appeal of that grade, please see Academic Rules: Grades .

Information on how to file a complaint is available at Academic Integrity Policy under Reporting an Academic Integrity Violation.

For academic complaints not related to grades or academic integrity, please contact the department chair or academic dean for assistance.

Violation of Non-Discrimination Policy

If you are interested in filing an alleged violation of the University's Policy on Non-Discrimination, information can be found in the Office of Equal Opportunity, Inclusion and Resolution Services (EOIRS) website at How to Report .

Americans with Disabilities Act

If you have a concern regarding academic accommodations or access to programs/services, please visit the Office of Disability Services .

If you feel you have been discriminated against based on a disability and are interested in filing a complaint or obtaining more information about your rights please visit EOIRS's How to Report page.

Bias-Related Incidents

If you have experienced or witnessed a bias-related incident and you would like more information on reporting the incident via an anonymous web-based reporting tool please visit STOP Bias.

Code of Conduct

If your concern relates to an alleged violation of the Code of Student Conduct, information about the conduct process for students and information on how to file a complaint can be found at the Office of Student Rights and Responsibilities .

Criminal Activity

If you were the victim of or witnessed criminal activity on campus and wish to file a report, please call the Department of Public Safety at 315.443.3728 or visit Report a Crime for more information.

Family Educational Rights and Privacy Act

Any student who has reason to believe that the University is not complying with FERPA or this policy should inform the University Registrar in writing. The Registrar shall promptly review all such allegations and initiate appropriate actions. For further information see Student Privacy

Rights (FERPA)

Title IX

If you have experienced or witnessed an incident of sexual discrimination including sexual harassment you can obtain information on the process for filing a report by visiting EOIRS's How to Report page.

Non-Academic Complaint Process for Students

For concerns not addressed in the previously listed topic areas, please consult the Syracuse University Grievance Procedures Policy. The Graduate School's Grievance Resolution process for graduate students is available on the Policies and Requirements page. Complaint and grievance processes begin and are typically resolved at the department or school/college level.

If a complaint is not resolved satisfactorily internally (within the University), then students may file a complaint with the New York State Education Department (NYSED) which oversees higher education in New York. Their complaint process can be found at: http://www.highered.nysed.gov/...INFO.html

Complaints may also be filed with the University's accrediting agency, Middle States Commission on Higher Education.

Middle States Commission on Higher Education
3624 Market Street, 2nd Floor West, Philadelphia, PA 19104
Telephone: 267.284.5000
Email: info@msche.org Spanish: españolinfo@msche.org
General link: www.msche.org

This information is provided in compliance with the Code of Federal Regulations, Chapter 34, §668.43(b) http://www.ecfr.gov/...se34.3.668_143&rgn=div8

Distance Learning Students – Information

Registration of Distance Programs

Syracuse University's degree and certificate programs delivered through distance education are registered with the New York State Education Department (NYSED). Requirements for distance education differ state by state. Syracuse University has registered, has obtained exemption for registration, or is in the process of registering or obtaining exemption for the programs available in those states as required under local laws. States (listed below) with an asterisk (*) include specific statements required by those states.

Distance Learning Complaint Process for Out-of-State Students

Students residing in other states while enrolled in a course offered by Syracuse University are encouraged to utilize Syracuse University's internal complaint or review policies and procedures, typically initiated within the academic department, prior to filing a complaint with their state agency or agencies. See Student Complaint Process for additional information.

However, if the complaint is not resolved through these processes, students may use the following list (current as of May 2016) to identify the office(s) to which complaints may be directed in the state in which they reside.

If a complaint is not resolved satisfactorily within the University, then students may also file a complaint with the New York State Education Department (NYSED) which oversees higher education in New York State and/or with the Middle States Commission on Higher Education, the University's accrediting agency. See Student Complaint Process for additional information.

Alabama

Alabama Commission on Higher Education
PO Box 302000
Montgomery, AL 36130-2000
http://www.ache.state.al.us/.../federal-reg.pdf

Alabama Community College System
P.O. Box 302130

Montgomery, AL 36130-2130
https://www.accs.cc/...licensure/complaints

Alaska

Alaska Commission on Postsecondary Education
PO Box 110505
Juneau, AK 99811-0505
EED.ACPE-IA@alaska.gov
http://acpe.alaska.gov/.../Consumer_Protection

Arizona

Arizona State Board for Private Post-secondary Education
1400 W. Washington Street, Room 260
Phoenix, AZ 85007
https://ppse.az.gov/complaint

Arkansas

Arkansas Higher Education Coordinating Board
Arkansas Department of Higher Education
114 East Capitol Ave.
Little Rock, AR 72201
ADHE_Info@adhe.edu
http://www.adhe.edu/.../grievance-form

California

California Bureau of Private Postsecondary Education
P.O. Box 980818
W. Sacramento, CA 95798-0818
bppe@dca.ca.gov
http://www.bppe.ca.gov/.../complaint.pdf

Attorney General's Office, California Department of Justice, Attn: Public Inquiry Unit

PO Box 9044255
Sacramento, CA 94244-2550
http://ag.ca.gov/.../_form.php?cmplt=PL

Colorado

Colorado Department of Higher Education
1560 Broadway, Suite 1600
Denver, Colorado 80202
http://highered.colorado.gov/.../default.html

Connecticut

Connecticut Department of Higher Education
61 Woodland St.
Hartford, CT, 06105-2326
860.947.1800
info@ctdhe.org

Connecticut Department of Consumer Protection
165 Capitol Avenue, Room 110
Hartford, CT 06106
trade.practices@ct.gov
http://www.ct.gov/dcp/...Statement_CPFR-2.pdf
Consumer Complaint Hotline: 800.842.2649

Delaware

Delaware Higher Education Office
John G. Townsend Building, Suite 2
Dover, DE 19901
dheo@doe.k12.de.us

Delaware Attorney General
Consumer Protection Wilmington: 820 N. French Street 5th floor
Wilmington, DE 19801
consumer.protection@state.de.us

District of Columbia

District of Columbia, Office of the State Superintendent of Education
Higher Education Licensure Commission
810 First Street, NE, 2nd Floor
Washington, DC 20002
http://osse.dc.gov/...elc-public-complaints

Florida

Florida Commission for Independent Education
325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
http://www.fldoe.org/.../file-a-complaint.stml

Georgia

The right of appeal of the final institutional decision may be made to:

Georgia Nonpublic Postsecondary Education Commission
2082 E Exchange Pl. #220
Tucker, GA 30084-5334
770.414.3300
http://gnpec.org/consumer-resources/

Hawaii

Hawaii Postsecondary Education Authorization Program
P.O. Box 541
Honolulu, Hawaii 96809
hpeap@dcca.hawaii.gov
http://cca.hawaii.gov/...complaint-process/

Idaho

Idaho State Board of Education
Attn: State Coordinator for Private Colleges and Proprietary Schools

650 West State Street
P.O. Box 83720
Boise, ID 83720-0037
http://www.boardofed.idaho.gov/...complaint.asp

Illinois

Illinois Board of Higher Education
1 North Old State Capitol Plaza, Suite 333
Springfield, Illinois 62701-1404
compliants@ibhe.org
Institutional Complaint Hotline: 217.557.7359

Indiana

* Syracuse University is authorized by:
The Indiana Board for Proprietary Education
101, W. Ohio St., Suite 670,
Indianapolis, IN 46204-1984

Indian Commission for Higher Education
101 W. Ohio Street, Suite 670
Indianapolis, IN 46204
complaints@che.in.gov
http://www.in.gov/che/2744.htm

Iowa

Iowa Student Aid Commission
450 E. Grand Ave., 3rd Floor
Des Moines, IA 50309
info@iowacollegeaid.gov
https://www.iowacollegeaid.gov/...review

Kansas

Kansas Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368
http://www.kansasregents.org/...complaint_process

Kentucky

Kentucky Council on Postsecondary Education
1024 Capital Center Dr. #320
Frankfort, KY 40601-7512
Sarah.levy@ky.gov

Office of the Attorney General
Capitol Suite 118, 700 Capitol Avenue
Frankfort, KY 40601-3449
consumer.protection@ag.ky.gov
http://ag.ky.gov/family/.../default.aspx

Louisiana

Louisiana Attorney General Office
Consumer Protection Section
PO Box 94005
Baton Rouge, LA 70804
ConsumerInfo@ag.state.la.us
1.800.351.4889, 225.326.6465
http://www.ag.state.la.us/...articleID=16&catID=15

Louisiana Board of Regents
Attn: Nancy Beall or Dr. Larry Trembly
P.O. Box 3677
Baton Rouge, LA 70821-3677
225.342.4253 225.342.9318
http://www.regents.la.gov/...ProprietarySchoolsLaw.pdf

Maine

Maine Department of Education
Anita Bernhardt - Complaints
23 State House Station
Augusta, ME 04333-0023

Maine Attorney General
Consumer Protection Division
6 State House Station
Augusta, ME 04333
http://www.maine.gov/...form.shtml

Maryland

* Syracuse University has registered its distance education programs with the Maryland Higher Education Commission.

Maryland Higher Education Commission
6 North Liberty Street, 10th Floor
Baltimore, MD 21201
410.767.3388
http://mhec.maryland.gov/institutions_training/Pages/career/pcs/complaint.aspx

Office of the Attorney General, Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
Consumer Protection Hotline: 410.528.8662
consumer@oag.state.md.us
http://www.oag.state.md.us/...complaint.htm

Massachusetts

Massachusetts Board of Higher Education
One Ashburton Place, Room 1401
Boston, MA 02108
http://www.mass.edu/forstufam/complaints/complaints.asp

Michigan

Michigan Department of Licensing and Regulatory Affairs
P.O. Box 30018
Lansing, MI 48909
http://www.michigan.gov/...0715_494884_7.pdf

Minnesota

* Syracuse University is registered as a private institution with the Minnesota Office of Higher Education pursuant to sections 136A.61 to 136A.71. Registration is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.

Minnesota Office of Higher Education
1450 Energy Park Drive, Suite 350
St. Paul, MN 55108-5227
http://www.ohe.state.mn.us/...pageID=1078

Mississippi

Mississippi Commission on College Accreditation
3825 Ridgewood Road
Jackson, MS 39211-6453
http://www.mississippi.edu/...studentcomplaintform.pdf

Consumer Protection Division, Office of the Attorney General
PO Box 22947
Jackson, MS 39225-2947
http://www.ago.state.ms.us/...contact (email)
http://www.ago.state.ms.us/...complaint-form/

Missouri

Missouri Department of Higher Education
205 Jefferson Street, PO Box 1469
Jefferson City, MO 65102-1469
info@dhe.mo.gov
Policy: http://dhe.mo.gov/...RESOLUTION-reviseddraft.pdf

Montana

Montana Board of Regents
Office of Commissioner of Higher Education, Montana University System
2500 Broadway Street
PO Box 203201
Helena, MT 59620-3201

Montana Office of Consumer Protection
2225 11th Avenue
PO Box 200151
Helena, MT 59620-0151
contactocp@mt.gov
http://mus.edu/...-of-Complaint-Process.asp

Nebraska

Nebraska Coordinating Commission for Postsecondary Education
PO Box 95005
Lincoln, NE 68509-5005

Nebraska Attorney General, Consumer Protection Division
2115 State Capitol
Lincoln, NE 68509
http://ago.nebraska.gov/.../consumer_complaint
Consumer Protection Hotline: 800.727.6432

Nevada

Nevada Commission on Post-secondary Education
8778 S Maryland Parkway, Suite 115
Las Vegas, NV 89123
http://www.cpe.state.nv.us/...Info.htm

New Hampshire

Patricia Edes

New Hampshire Department of Education
101 Pleasant Street
Concord, NH 03301
Patricia.Edes@doe.nh.gov

New Jersey

New Jersey Higher Education
PO Box 542
Trenton, NJ 08625
nj_che@che.state.nj.us
http://www.state.nj.us/...Instructions.shtml

New Jersey Division of Consumer Affairs
124 Halsey Street,
New Jersey 07102
http://www.nj.gov/oag/.../ocp.pdf

New Mexico

New Mexico Higher Education Department
2048 Galisteo
Santa Fe, NM 87505
http://hed.state.nm.us/...Form%20FY2014.doc

New York

New York Office of College and University Evaluation
New York State Education Department
5 North Mezzanine
Albany, NY 12234
ocueinfo@mail.nysed.gov
http://www.highered.nysed.gov/...INFO.html

North Carolina

Postsecondary Education Complaints
c/o Assistant Director of Licensure and Workforce
University of North Carolina General Administration
910 Raleigh Road
Chapel Hill, NC 27515
919.962.4558
studentcomplaint@northcarolina.edu

North Dakota

Director of Distance Education and State Authorization
North Dakota University System
1815 Schafer St., Ste. 202
Bismarck, ND 58501-1217
tanya.spilovoy@ndus.edu
http://www.ndus.edu/...state-authorization

Ohio

Ohio Board of Regents
25 South Front Street
Columbus, OH 43215-4183

Ohio Attorney General, Consumer Protection Section
30 E. Broad St., 14th floor
Columbus, OH 43215-3400
http://www.ohioattorneygeneral.gov/...Complaint.aspx

Oklahoma

Oklahoma State Regents for Higher Education
655 Research Parkway, Suite 200
Oklahoma City, OK 73104
http://www.okhighered.org/.../complaints.shtml

Oklahoma Office of the Attorney General, Consumer Protection Unit
Attn: Investigative Analyst

313 NE 21st Street
Oklahoma City, OK 73105
http://www.oag.state.ok.us/.../ccomp.html

Oregon

Oregon Higher Education Coordinating Commission
Office of Degree Authorization
775 Court Street NE, Salem, OR 97301

Oregon Attorney General
Financial Fraud/Consumer Protection Section
1162 Court St. NE
Salem, OR 97301-4096
http://www.doj.state.or.us/...complaint.pdf

Pennsylvania

Pennsylvania Department of Education
333 Market Street
Harrisburg, PA 17126-0333
http://www.education.pa.gov/...Form.pdf

Office of Attorney General
Bureau of Consumer Protection
14th Floor, Strawberry Square
Harrisburg, PA 17120
https://www.attorneygeneral.gov/...Forms

Rhode Island

Rhode Island Office of the Postsecondary Commissioner
Shepard Building, 80 Washington Street Suite 524
Providence, RI 02903

Rhode Island Department of Attorney General, Consumer Protection Unit
150 South Main Street

Providence, RI 02903
http://www.riopc.edu/...full_120215.pdf

South Carolina

South Carolina Commission on Higher Education
1122 Lady St., Suite 300
Columbia, SC 29201
803.737.3918
http://www.che.sc.gov/...and_form.pdf

South Dakota

South Dakota Secretary of State
State Capitol, 500 East Capitol Avenue
Pierre, SD 57501-5070
sdsos@state.sd.us

South Dakota Office of Attorney General
Division of Consumer Protection
1302 E Hwy 14 Suite 3
Pierre SD 57501-8053
http://atg.sd.gov/...ComplaintForm.aspx

Tennessee

Tennessee Higher Education Commission
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243
http://www.tn.gov/...ComplaintForm.pdf

Texas

* Syracuse University is not regulated in Texas under Chapter 132 of the Texas Education Code.

Texas Higher Education Coordinating Board
1200 E. Anderson Lane

Austin, TX 78752
https://www1.thecb.state.tx.us/.../comments

Office of the Attorney General, Consumer Protection Division
PO Box 12548
Austin, TX 78711-2548
https://www.texasattorneygeneral.gov/...complaint

Utah

Utah Division of Consumer Protection
160 East 300 South
Salt Lake City, Utah 84111
consumerprotection@utah.gov
http://consumerprotection.utah.gov/.../index.html

Vermont

Vermont Agency of Education, State Board of Education
120 State Street
Montpelier, VT 05620-2501
AOE.EdInfo@state.vt.us

Vermont Attorney General's Office
109 State Street
Montpelier, VT 05609-1001

Virginia

State Council of Higher Education for Virginia
101 N. 14TH St.
James Monroe Building
Richmond, VA 23219
http://www.schev.edu/...complaint.asp

Washington

Washington Student Achievement Council
917 Lakeridge Way
PO Box 43430
Olympia, WA 98504-3430
complaints@wsac.wa.gov
http://wsac.wa.gov/protecting-education-consumers

West Virginia

West Virginia Higher Education Policy Commission
1018 Kanawha Blvd E., Suite 700
Charleston, WV 25301-2800

West Virginia Office of the Attorney General, Consumer Protection Division
PO Box 1789
Charleston, WV 25326-1789
See also: https://www.wvhepc.org/...Process.pdf

Wisconsin

Wisconsin Educational Approval Board
201 W. Washington Avenue, 3rd Floor
PO Box 8696
Madison, WI 53708
eabmail@eab.wisconsin.gov
http://eab.state.wi.us/resources/complaint.asp

Wyoming

Wyoming Department of Education
2300 Capitol Avenue, Hathaway Building, 2nd Floor
Cheyenne, WY 82002-0050
http://edu.wyoming.gov/...complaint-process.pdf

Attorney General's Office
123 Capitol Building, 200 W. 24th Street

Cheyenne, WY 82002

Puerto Rico

Puerto Rico Council on Higher Education
PO Box 1900
San Juan, PR 00910-1900

Puerto Rico Department of Justice
PO Box 9020192
San Juan, Puerto Rico 00902-0192

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900 South Crouse Ave.
Syracuse, NY 13244

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Knowledge crowns those who seek her.

Accessibility Privacy Emergencies Accreditation