



Middle States Commissions on Elementary and Secondary Schools
3624 Market Street, Philadelphia, PA 19104-2680
Telephone: (267) 284-5000 | www.msa-cess.org

STUDENT COMPLAINTS (For Postsecondary Institutions)

All candidate and accredited institutions shall develop and implement policies and procedures to govern the filing and handling of complaints by students regarding the institution and its policies, procedures, programs, and services.

An institution shall communicate its student complaint policy to all concerned and publish the policy in all appropriate institutional publications and other means that are provided to prospective and currently enrolled students, and the institution's community of stakeholders.

The phone number and address of the Middle States Commission on Secondary Schools shall be included in the published information for cases when a complaint is not settled at the institution's level.

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Philadelphia, PA 19104
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An institution shall maintain a record of all student complaints and how they are resolved for at least a length of time equivalent to the most recent term of accreditation/candidacy.

An institution shall strive to resolve all student complaints in an appropriate and timely manner.

An institution shall not have a pattern of student complaints that might have an effect on the institution's ability to meet one or more of the Standards for Accreditation.

An institution shall make the record of student complaints available for review by any team or individual representing the Commission on Secondary Schools and/or the U.S. Department of Education.