

# Federally Mandated Complaint Process – By State

The U.S. Department of Education requires institutions offering distance education programs to provide all enrolled and prospective students with contact information for filing complaints with regional accrediting agencies and with the appropriate state agency designated to receive and process complaints in the student's home state. Many external agencies require that all institutional procedures be followed before a concern will be considered. Before contacting one of these agencies, Immaculata University encourages students to inform the University of their complaints first. We are eager to listen to our students and assist them in resolving any issues they may have with the University.

## State of Pennsylvania

The **Pennsylvania Department of Education** has authorized the University to offer undergraduate and graduate level certificates, baccalaureate, master, doctoral, and first professional degrees. Information regarding complaint processes can be found at [PDE's Office of Postsecondary and Higher Education website](#).

Immaculata University is regionally accredited by the [Middle States Commission on Higher Education \(MSCHE\)](#). For a copy of Immaculata's current MSCHE Statement of Accreditation Status (SAS) please go to [Immaculata University's status page](#) on the MSCHE website.

## Complaint Resolution Contacts by State/U.S. Territory

New federal regulations require Immaculata University to provide prospective and current students with contact information for filing complaints with the appropriate agency in the state where each student resides. Students should click on their state of residence to review its process in the event that they should have a complaint about Immaculata University.

<a href="#"><u>Alabama</u></a>	<a href="#"><u>Hawaii</u></a>	<a href="#"><u>Massachusetts</u></a>	<a href="#"><u>New Mexico</u></a>	<a href="#"><u>South Dakota</u></a>
<a href="#"><u>Alaska*</u></a>	<a href="#"><u>Idaho</u></a>	<a href="#"><u>Michigan</u></a>	<a href="#"><u>New York</u></a>	<a href="#"><u>Tennessee</u></a>
<a href="#"><u>Arizona</u></a>	<a href="#"><u>Illinois</u></a>	<a href="#"><u>Minnesota</u></a>	<a href="#"><u>North Carolina</u></a>	<a href="#"><u>Texas</u></a>
<a href="#"><u>Arkansas</u></a>	<a href="#"><u>Indiana</u></a>	<a href="#"><u>Mississippi</u></a>	<a href="#"><u>North Dakota*</u></a>	<a href="#"><u>Utah</u></a>
<a href="#"><u>California</u></a>	<a href="#"><u>Iowa</u></a>	<a href="#"><u>Missouri</u></a>	<a href="#"><u>Ohio</u></a>	<a href="#"><u>Vermont</u></a>
<a href="#"><u>Colorado</u></a>	<a href="#"><u>Kansas</u></a>	<a href="#"><u>Montana*</u></a>	<a href="#"><u>Oklahoma</u></a>	<a href="#"><u>Virginia</u></a>
<a href="#"><u>Connecticut</u></a>	<a href="#"><u>Kentucky</u></a>	<a href="#"><u>Nebraska</u></a>	<a href="#"><u>Oregon</u></a>	<a href="#"><u>Washington</u></a>
<a href="#"><u>Delaware*</u></a>	<a href="#"><u>Louisiana*</u></a>	<a href="#"><u>Nevada</u></a>	<a href="#"><u>Puerto Rico*</u></a>	<a href="#"><u>West Virginia*</u></a>
<a href="#"><u>District of Columbia</u></a>	<a href="#"><u>Maine*</u></a>	<a href="#"><u>New Hampshire</u></a>	<a href="#"><u>Rhode Island</u></a>	<a href="#"><u>Wisconsin</u></a>
<a href="#"><u>Florida</u></a>	<a href="#"><u>Maryland</u></a>	<a href="#"><u>New Jersey*</u></a>	<a href="#"><u>South Carolina</u></a>	<a href="#"><u>Wyoming*</u></a>
<a href="#"><u>Georgia</u></a>				

\* Where no specific complaint processes is listed, the link provided is to the state department of education, higher education system, or consumer protection agency (where appropriate).

NOTE: Please see [States Authorized for Distance Education](#) section of the IU website's HEOA page for list of states where IU has permission to operate via distance education.