

Federally Mandated Student Complaint Process – By State/US Territory

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.

The Commonwealth 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. A form regarding complaint processes can be found at [PDE's Office of Postsecondary & Adult 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

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/territory of residence to review its process in the event that they should have a complaint about Immaculata University. (**Note:** IU does not maintain the state and territory websites; while this list is checked regularly, links may change without the university's knowledge.)

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

US Territories

American Samoa *	Federated States of Micronesia *	Northern Mariana Islands *	Palau *
Guam	Marshall Islands *		US Virgin Islands *

* 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).