

Student Complaint Process – By State/US Territory

Immaculata University is committed to its online students receiving solid educational experiences.

The U.S. Department of Education (USDOE) 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 Immaculata University to offer undergraduate and graduate level certificates, baccalaureate, master, doctoral, and first professional degrees. A form regarding complaint processes for those studying in the state can be found at [PDE's Office of Postsecondary & Adult Education website](#).

Institutional Accreditor

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

In response to both USDOE and [NC-SARA](#) requirements, Immaculata University provides the following contact information to students 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 if 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.)

US States/Districts

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

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

US Territories on following page →

US Territories

[American Samoa*](#)

[Federated States of Micronesia**](#)

[Northern Mariana
Islands*](#)

[Palau**](#)

[Puerto Rico](#)

[Guam**](#)

[Marshall Islands*](#)

[US Virgin Islands*](#)

* Where no complaint form or process is available, the link provided is to the state department of education, higher education system, or consumer protection agency (where appropriate).

** Links provided are for Higher Education contacts for the territory. For such instances, the complaint process is managed through the US Department of Education: <https://www.ed.gov/laws-and-policy/civil-rights-laws/file-complaint>