



Higher Education Complaint Form

The Pennsylvania Department of Education (PDE) will accept all written and signed complaints against colleges, universities and seminaries certified to operate in Pennsylvania. PDE is not able to process an anonymous complaint.

This complaint form must be completed and signed by the student. By filing this complaint with PDE, you acknowledge and agree to the following:

You have signed the form attesting to the truth and accuracy of facts set forth in the complaint.

You have submitted evidence to support the allegation against the institution. (Please do not submit original documents as they may not be returned.)

PDE may share your name and the information provided by you with the institution in order to investigate the complaint.

The Pennsylvania Right to Know Law (RTKL) provides that records of an agency relating to a non-criminal investigation, including complaints and responses submitted to an agency, are exempt from disclosure. Under the RTKL, PDE is even exempt from disclosing to you any response provided by the institution. However, you will be notified of the outcome of the investigation. Under the RTKL, PDE may have to disclose to a third party any records submitted by you and/or the institution if ordered to do so by the Office of Open Records or a court.

PDE has limited statutory authority over the operation, policies, and procedures of an institution. After receiving a complaint, PDE will determine if the matter falls within its authority. If the matter is within PDE's authority, PDE will attempt to resolve the complaint. PDE may investigate the complaint even if it falls outside of PDE's authority. PDE's investigation of a matter outside its authority shall not constitute a legal obligation on PDE to attempt to further resolve the matter.

Filing this complaint with PDE may not constitute your sole legal remedy against the institution. You should consult with your own legal counsel regarding preserving and prosecuting any and all legal rights you may have against the institution.

Submit the complaint to:

Pennsylvania Department of Education

Division of Higher Education, Access, and Equity

607 South Drive, Floor 3E

Harrisburg, PA 17120

E-mail: ra-highereducation@pa.gov (for submission of form or questions)

Higher Education Complaint Form

Name:

Address 1:

Address 2:

City: State: Zip:

Phone: Fax:

Email:

Program of Study:

Dates of Attendance:

Institution:

Address 1:

Address 2:

City: State: Zip:

Did you follow the institution's grievance procedure to resolve your complaint?

Yes No

If no, please explain:

How did you contact the institution? Please specify who was contacted and on what date(s), if possible.

Phone Call:

In Person:

Letter:

E-mail:

Other:

What outcome do you seek from the institution? Please be specific.

Have you contacted another agency or organization about the matter?

Yes

No

If yes, please give name of agency:

Have you contacted an attorney?

Yes

No

If yes, please give name of attorney:

Describe your complaint in detail. Specify any dates, staff you dealt with, monies owed, balances due, etc. Use additional paper if necessary. Attach any documentation which will help describe the problem and substantiate your allegations, such as an enrollment contract, correspondence with or from the institution, etc. Do not submit original documents as they may not be returned.

Pursuant to 18 Pa. C.S. 4904(a), and under penalty of perjury, I declare the foregoing to be true and correct to the best of my knowledge. I also grant PDE permission to release my name and complaint details to the institution.

Signature of Complainant

Date