Northwood University
Student Complaints

Northwood places high importance on obtaining feedback from students and responding to areas of concern in a timely manner. Complaints are addressed informally and formally. Each campus/program area has a process for collecting, analyzing and addressing formal student complaints. Formal complaints must be in writing. Northwood logs complaints and ensures timely tracking of response(s) and outcomes for each. The university regularly reviews complaints to determine potential systemic issues/themes and identify opportunities for improvement. Northwood communicates the process through a variety of means including student orientation and Student Handbooks. Students with a formal complaint or wishing to learn more about the complaint process should contact the respective Deans at the Michigan Campus, DeVos Graduate School of Management, Adult Degree Program, or International Programs.

Recent amendments to the Higher Education Act of 1965 include changes in regulations for State Authorization that may impact online, distance, and correspondence education providers. In compliance with the language passed in the Higher Education Opportunities Act of 2008, the U.S. Department of Education (USDOE) determined that institutions offering distance education must provide enrolled and prospective students with contact information for filing complaints with its accrediting agency and with the appropriate state agency for handling complaints in the student’s state.

Students are encouraged to utilize the institution’s internal complaint procedures prior to filing a complaint with the state agency or agencies. The regulations require states to provide the opportunity for students to lodge the following types of complaints:

- Allegations of state consumer protection violations, including, but not limited to fraud and false advertising.
- Allegations that state laws or rules addressing the licensure of postsecondary institutions have been violated.
- Allegations regarding the quality of education or other accreditation requirements.

**Alabama**
Alabama Commission on Higher Education
http://www.ache.edu/

**Alaska**
Alaska Commission on Postsecondary Education
https://acpesecure.alaska.gov/

**Arizona**
Arizona State Board for Private Postsecondary Education
https://ppse.az.gov/complaint

**Arkansas**
Arkansas Department of Higher Education
www.adhe.edu/students-parents/colleges-universites/student-grievance-form

**California**
Bureau for Private Postsecondary Education
www.bppe.ca.gov/enforcement/complaint.shtml

**Colorado**
Colorado Department of Higher Education
http://highered.colorado.gov/Academics/Complaints/default.html

**Connecticut**
Office of Higher Education
http://www.ctohe.org/studentcomplaints.shtml

**Delaware**
The Delaware Department of Education
https://www.doe.k12.de.us/sara

**District of Columbia**
Office of the State of Superintendent of Education

September 2023
Florida
Florida Department of Education
https://www.fldoe.org/sara/complaint-process.stml

Georgia
State of Georgia Nonpublic Postsecondary Education Commission
https://gnpec.georgia.gov/student-complaints

Hawaii
Hawaii Postsecondary Education
http://cca.hawaii.gov/hpeap/student-complaint-process/

Idaho
Idaho State Board of Education
https://boardofed.idaho.gov/higher-education-private/private-colleges-degree-granting/student-complaint-procedures/

Illinois
Illinois Board of Higher Education
https://complaints.ibhe.org/

Indiana
Indiana Commission for Higher Education
http://www.in.gov/che/2744.htm

Iowa
Iowa College Student Aid Commission
https://iowacollegeaid.gov/StudentsAndFamilies

Kansas
The Kansas Board of Regents
http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process

Kentucky
Kentucky Council on Postsecondary Education
http://cpe.ky.gov/campuses/consumer_complaint.html

Louisiana
Board of Regents State of Louisiana
https://www.laregents.edu/student-complaint-process/

Maine
Maine Department of Education, Office of Higher Education
https://www.maine.gov/doe/learning/highered/sara

Maryland
Maryland Higher Education Commission
http://mhec.maryland.gov/institutions_training/Pages/career/pcs/complaint.aspx

Massachusetts
Massachusetts Department of Higher Education
http://www.mass.edu/forstufam/complaints/complaints.asp

Michigan
Licensing and Regulatory Affairs (LARA)
https://www.michigan.gov/leo/bureaus-agencies/wd/pss

Minnesota
Minnesota Office of Higher Education
http://www.ohe.state.mn.us/mPg.cfm?pageID=1078

Mississippi
Mississippi Commission on College Accreditation

Missouri
Missouri Department of Education
http://dhe.mo.gov/contactus.php

Montana
Montana University System
http://mus.edu/MUS-statement-of-complaint-process.asp

Nebraska
Nebraska Coordinating Commission for Postsecondary Education
https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions

Nevada
Nevada System of Higher Education
https://nshe.nevada.edu/system-administration/departments/asa/sara/
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<thead>
<tr>
<th>State</th>
<th>Agency/Department</th>
<th>Website</th>
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<tbody>
<tr>
<td>New Jersey</td>
<td>State of New Jersey Office of the Secretary of Higher Education</td>
<td><a href="http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml">http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml</a></td>
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<td>New Mexico</td>
<td>New Mexico Higher Education Department</td>
<td><a href="https://hed.state.nm.us/students-parents/student-complaints">https://hed.state.nm.us/students-parents/student-complaints</a></td>
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<td>New York</td>
<td>New York State Education Department</td>
<td><a href="http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html">http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</a></td>
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<td>North Dakota University System</td>
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<td>Ohio</td>
<td>Ohio Higher Ed Department of Higher Education</td>
<td><a href="https://www.ohiohighered.org/students/complaints">https://www.ohiohighered.org/students/complaints</a></td>
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<td>Oklahoma</td>
<td>Oklahoma State Regents for Higher Education</td>
<td><a href="http://www.okhighered.org/current-college-students/complaints.shtml">http://www.okhighered.org/current-college-students/complaints.shtml</a></td>
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<td>Pennsylvania</td>
<td>Pennsylvania Department of Education</td>
<td><a href="https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx">https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx</a></td>
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<td>Rhode Island</td>
<td>Rhode Island Board of Governors for Higher Education</td>
<td><a href="https://riopc.edu/policies/student-complaint-procedures/#:~:text=Written%20complaints%20and%20supporting%20documentation,they%20will%20be%20reviewed%20accordingly">https://riopc.edu/policies/student-complaint-procedures/#:~:text=Written%20complaints%20and%20supporting%20documentation,they%20will%20be%20reviewed%20accordingly</a></td>
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<td>South Carolina</td>
<td>South Carolina Commission on Higher Education</td>
<td><a href="https://www.che.sc.gov/students-families-and-military/student-resources">https://www.che.sc.gov/students-families-and-military/student-resources</a></td>
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<td>South Dakota</td>
<td>South Dakota Board of Regents</td>
<td><a href="https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Pages/default.aspx">https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Pages/default.aspx</a></td>
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<td>Tennessee Board of Regents</td>
<td><a href="https://www.tbr.edu/academics/program-integrity-student-complaint-form">https://www.tbr.edu/academics/program-integrity-student-complaint-form</a></td>
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<td>Texas</td>
<td>Texas Higher Education Coordinating Board</td>
<td><a href="https://www.highered.texas.gov/links/student-complaints/">https://www.highered.texas.gov/links/student-complaints/</a></td>
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<td>Utah</td>
<td>Utah Department of Commerce</td>
<td><a href="https://dcp.utah.gov/">https://dcp.utah.gov/</a></td>
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<td>Virginia</td>
<td>State Council of Higher Education for Virginia</td>
<td><a href="https://ppe.schev.edu/">https://ppe.schev.edu/</a></td>
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<td>West Virginia</td>
<td>West Virginia Higher Education Policy Commission</td>
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Wisconsin
State of Wisconsin Educational Approval Board
https://dps.********/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx

Wyoming
Wyoming Department of Education
http://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/

Regional Accreditation Agency
Higher Learning Commission
A Commission of the North Central Association
https://www.hlcommission.org/HLC-Institutions/complaints.html

Specialty Accreditation Agency
Accreditation Council for Business Schools and Programs
http://www.acbsp.org/?page=accred_complaints