

STUDENT COMPLAINT PROCESS

Messiah University participates in federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. A participating institution must be legally authorized to operate with the State in which it is located. Title 34 CFR §600.9 requires States to have a process to review and appropriately act on complaints concerning the institution including

Procedures for All Students, Undergraduate & Graduate:

[Student Consumer Information](#)

Affirmative Action:

[Notice of Nondiscrimination Policy](#)

Title IX:

see https://www.messiah.edu/info/20592/compliance/1023/title_ix or https://www.messiah.edu/download/downloads/id/1247/Title_IX_Card.pdf

FERPA: [Family Educational Rights and Privacy Act \(FERPA\)](#)

Criminal Activity: Complaints involving matters of a criminal nature, such as assault, battery, and theft should be directed to the

<http://nc-sara.org/content/sara-and-students>
<http://nc-sara.org/content/sara-complaint-process>

Unresolved complaints may be filed with the Middle States Commission on Higher Education, national accrediting agency, once all other avenues provided by the University and the State agency or SARA have been exhausted. The link below provides information on the

Complaints: <https://www.msche.org/complaints/>

Middle States Commission on Higher Education
1007 North Orange Street, 4th Floor, MB #166, Wilmington, DE 19801
Telephone: (267) 284 5000
General Link: www.msche.org