

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://acpsecure.alaska.gov/
Arizona	Arizona State Board for Private Postsecondary Education https://ppse.az.gov/complaint
Arkansas	Arkansas Department of Higher Education https://adhe.edu/students-parents/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 https://www.ohe.ct.gov/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 http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints
Florida	Florida Department of Education https://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/concerns-complaints.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/state-authorization-reciprocity-agreement-sara/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/assets/docs/2013/03/Board-of-Regents-SARA-Student-Complaint-Process.pdf
Maine	Maine Department of Education, Office of Higher Education https://www.maine.gov/doe/learning/highered/sara
Maryland	Maryland Higher Education Commission http://mhhec.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 http://www.mississippi.edu/mcca/downloads/studentcomplaintform.pdf
Missouri	Missouri Department of Education http://dhe.mo.gov/contactus.php https://www2.ed.gov/about/offices/list/ocr/complaintintro.html
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/
New Hampshire	New Hampshire Department of Education https://www.education.nh.gov/pathways-education/higher-education-new-hampshire
New Jersey	State of New Jersey Office of the Secretary of Higher Education http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml
New Mexico	New Mexico Higher Education Department https://hed.state.nm.us/students-parents/student-complaints
New York	New York State Education Department http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html
North Carolina	SARA North Carolina Student Complaint Process http://www.saranc.org/Complaint.html
North Dakota	North Dakota University System https://www.ndus.edu/system/state-authorization/
Ohio	Ohio Higher Ed Department of Higher Education https://highered.ohio.gov/students/current-college-students/student-complaints
Oklahoma	Oklahoma State Regents for Higher Education http://www.okhighered.org/current-college-students/complaints.shtml
Oregon	Higher Education Coordinating Commission https://www.oregon.gov/highered/access/pages/student-complaints.aspx
Pennsylvania	Pennsylvania Department of Education https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/Students-Complaints.aspx
Rhode Island	Rhode Island Board of Governors for Higher Education https://riopc.edu/policies/student-complaint-procedures/#:~:text=Written%20complaints%20and%20supporting%20documentation,they%20will%20be%20reviewed%20accordingly
South Carolina	South Carolina Commission on Higher Education https://www.che.sc.gov/students-families-and-military/student-resources
South Dakota	South Dakota Board of Regents https://www.sdbor.edu/administrative-offices/academics/SD-SARA/Pages/default.aspx
Tennessee	Tennessee Board of Regents https://www.tbr.edu/academics/program-integrity-student-complaint-form
Texas	Texas Higher Education Coordinating Board https://www.highered.texas.gov/links/student-complaints/
Utah	Utah Department of Commerce https://dcp.utah.gov/
Vermont	Vermont Agency of Education http://education.vermont.gov/sites/aoe/files/documents/edu-postsecondary-program-complaint-resolution.pdf
Virginia	State Council of Higher Education for Virginia https://ppe.schev.edu/
Washington	Washington Student Achievement Council

West Virginia <https://www.wsac.wa.gov/student-complaints>
West Virginia Higher Education Policy Commission
<http://www.wvhepc.edu/wp-content/uploads/2014/10/Student-Complaint-Process-revised.pdf>

Wisconsin **State of Wisconsin Educational Approval Board**
<https://dsps.wi.gov/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