

Student Complaint Process Information

Updated April 2019

In order to comply with the Higher Education Opportunities Act of 2008, the University of Connecticut (University) provides prospective and enrolled students with contact information for filing complaints with the University, its accrediting agency and with the appropriate state agencies.

The University of Connecticut

- **Discrimination:** For the resolution of all types of unlawful discrimination and discriminatory harassment complaints that fall within the purview of the Office of Diversity and Equity for any employee, student, applicant for admission or employment, or other participant in programs or activities of the University who believes she/he has been unlawfully discriminated against or harassed. Complaint procedures can be found at <http://equity.uconn.edu/wp-content/uploads/sites/833/2016/12/OIE-Investigation-Procedures-Updated-12-2-16.pdf>
- **Final Grade Complaints:** The University Senate By-laws describe the process for appeals of final course grades. The procedure can be found at <http://guide.uconn.edu/instruction/challenges-to-a-grade/>.
- **Disability Discrimination:** Title II of the Americans with Disabilities Act states, in Part 5, “that no otherwise qualified disabled individual shall solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs or activities sponsored by a public entity.” The purpose of this produces is to attempt to resolve all types of complaints at the level where they can occur in a timely manner. The procedure can be found at <http://csd.uconn.edu/discrimination-complaint-procedures/>
- **Student Conduct:** Any person may file a report regarding any student or student organization alleging misconduct. The procedure for filing a report can be found at <http://community.uconn.edu/the-student-code-part-iv/>.

Accrediting Agency:

New England Association of Schools and Colleges (NEASC). The link <https://cihe.neasc.org/standards-policies/policies-procedures> provides information for students to address public comments, complaints against affiliated institutions and complaints against the Commission. It also has a link to the complaint form. Please note that individual schools/departments, such as the School of Nursing and the Law School, may have their own accrediting agency. Please check the individual school/department’s website for further accrediting information.

The State of Connecticut:

The link to access the complaint form for the State of Connecticut is located at the Connecticut Attorney General’s website: <http://www.ct.gov/ag/site/default.asp>.

Student Complaint Process Information

Updated April 2019

State Authorization Reciprocity Agreements (SARA):

The University of Connecticut is a SARA institution <https://www.nc-sara.org/>.

For students residing outside the state of Connecticut (with the exception of California). If you cannot resolve your complaint with the University of Connecticut, you may within two years of the incident complained of, file a complaint with Connecticut's SARA portal entity, the Connecticut Office of Higher Education, by visiting <https://www.ctohe.org/SARA/Default.shtml>.

If you reside in California, which currently is not a member of SARA, you are advised to contact the California Bureau for Private Postsecondary Education at:
<https://www.bppe.ca.gov/enforcement/complaint.shtml>.