PROBLEM RESOLUTION AND GRIEVANCE PROCEDURES

For procedures to appeal a Code of Student Conduct disciplinary sanction, see Student Conduct (https://catalog.purdueglobal.edu/policy-information/student-information-services/conduct/). For procedures to appeal a grade or an academic dishonesty charge, see Academic Appeals Policy (https://catalog.purdueglobal.edu/policy-information/student-information-services/appeals-policy/).

Office of Student Relations

The Purdue University Global Office of Student Relations will serve as an impartial entity that is not directly involved in the issues of the complaint. Each institution in the Purdue system is unique. Purdue University Global addresses its students’ problems under its own Problem Resolution and Grievance Policy. A Purdue Global Student Relations representative will investigate the student complaint or grievance and provide a resolution. The Office of Student Relations will make every effort to complete the investigation and provide a response within 5 business days from the date assigned.

General Procedures

Many questions or concerns that you have can be resolved simply through discussion. In seeking a resolution, you should observe the steps below.

Retaliation against any student using this complaint process is strictly prohibited. A complaint of retaliation will be promptly investigated, will constitute separate charges, and will be handled in the same manner as discrimination and other grievance complaints.

• Step 1: Discuss your issue with the appropriate instructor, staff member, or administrative manager.
• Step 2: If you are not satisfied with outcome of the discussion, you can request your complaint be filed with an ombudsperson, dean, or department-designated resolution person.
• Step 3: If you remain unsatisfied or the complaint remains unresolved, you can file a grievance with the University's Office of Student Relations. Grievance forms may only be obtained from an ombudsperson, dean, or department-designated resolution person. A grievance should be emailed to the following email address: studentrelations@purdueglobal.edu.
• Step 4: Student Relations will review all material pertinent to the case and will notify you of the outcome of appeal or in writing. All decisions made by Student Relations are final. No further appeal options are available.

Note: If you file a complaint through an outside agency or with a University executive, your complaint will be directed to the Office of Student Relations. External agencies generally expect you to have exhausted Purdue Global’s complaint resolution process first. If your complaint is the subject of a formal external inquiry or legal action, the application of steps 1 through 3 of Purdue Global’s grievance/appeal process will be suspended until the external inquiry or action is completed.

There is a 2-year statute of limitations to file a grievance. A grievance will not be reviewed or investigated if it is filed more than 2 years after the student's last day of attendance.

Purdue Global will maintain records of all grievances and their resolutions for a period of no less than 3 years.

Purdue Global is an institutional participant in the National Council for State Authorization Reciprocity Agreements (SARA). A list of current, authorized SARA member states is available at www.nc-sara.org/ (http://www.nc-sara.org/). As a participating institution, Purdue Global adheres to a common set of standards for offering postsecondary distance education among member states, districts, and territories. The Agreement establishes comparable national standards for interstate offering of postsecondary distance education courses and programs. Purdue Global can be found on the NC-SARA website under the SARA member state of Indiana.

In addition to the state-specific complaint procedures listed below, all students of Purdue Global, including Concord Law School, may file a complaint with the Indiana Commission for Higher Education.

Student Complaint Information - Indiana SARA Portal Agency (https://secure.in.gov/che/2744.htm)
Tel: 317.464.4400

All students of Purdue Global, including Concord Law School, may file a complaint with their respective state's consumer protection office.

State Consumer Protection Offices (https://www.usa.gov/state-consumer/)

State-Specific Procedures

Florida Residents

If the complaint cannot be resolved after exhausting Purdue Global’s grievance procedures, you may file a complaint with the Florida Commission for Independent Education. The Commission may be contacted at the below address or telephone number.

Commission for Independent Education
Florida Department of Education
325 West Gaines Street
Suite 1414
Tallahassee, FL 32399-0400
888.224.6684

Indiana Residents

Indiana Commission for Higher Education
Student Complaint Information - Indiana SARA Portal Agency (https://secure.in.gov/che/2744.htm)
Tel: 317.464.4400

Iowa Residents

The Iowa College Student Aid Commission accepts questions, concerns, and complaints from an Iowa resident attending any postsecondary school in the United States.

A Student Complaint Form has been created to accept a student’s questions, concerns, or complaint related to a postsecondary school. The complaint form is available at https://www.iowacollegeaid.gov/
A student may also contact Iowa College Aid at:

Iowa College Student Aid Commission
474 SW 5th Street, Suite D
Des Moines, IA 50309-4608
Toll Free Tel: 877.272.4456

**Missouri Residents**

The Missouri Department of Higher Education (MDHE) serves as a clearinghouse for postsecondary student complaints. The MDHE complaint policy can be found at http://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf. This web page contains information about the complaint process and includes instructions for how to file a formal complaint. Note that if you wish to file a complaint with the Department, the policy states that you must first exhaust all formal and informal avenues provided by the institution to resolve disputes.

**Nebraska Residents**

If the complaint cannot be resolved after exhausting Purdue Global’s grievance procedures, the State of Nebraska’s Coordinating Commission for Postsecondary Education provides a formal process by which you may have your complaint investigated. Details of this process may be found at: https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions/. The State of Nebraska’s Coordinating Commission for Postsecondary Education may be contacted at:

Nebraska’s Coordinating Commission for Postsecondary Education
ATTN: Complaints
P.O. Box 95005
Lincoln, NE 68509-5005
Tel: 402.471.2886