Dear Out-Of-State Students:

Every student has the right to file a grievance. If a student believes a University official, faculty member, administrator or student has acted improperly or inconsistently with WCU policies and/or procedures, the student may file a grievance. This may include, but is not limited to, misapplication or misinterpretation of policy, procedures, practices, unfair treatment or conduct, etc. All grievances must be filed within 30 days of the incident.

The Grievance Policy and Procedures is designed to support and foster a fair, objective, respectful and ethical set of policies and procedures for resolution of disputes. The policies and procedures are designed to provide students with a process in which to protect the University and its students. Students, faculty or administrators who submit or support a filed grievance may not be subjected to retaliation. Incidents of retaliation should be immediately reported to the Campus Director of Student Affairs or Executive Director.

Frivolous or malicious grievances and matters that have been or are in litigation will not be reviewed/considered. Any person(s) submitting a frivolous or malicious grievance will be referred to the Conduct Committee for possible disciplinary action.

Prior to submitting a formal grievance, student/grievant is encouraged to attempt a good faith resolution with the individual(s) at whom the grievance is directed. The University believes that most grievances can and will be resolved through this informal process.

Step 1: Discuss the issue with the individual(s). Every attempt should be made by both the student and individual(s) to resolve the matter at this level.

Step 2: If not resolved through Step 1, unresolved issues should be informally discussed/submitted in writing to the appropriate Dean or Department Head.

If dissatisfied with the response or solution, a student may submit a written grievance, along with all grievance documents, to the Director of Student Affairs.

These policies and procedures are internal to WCU. If a student does not feel that the University has adequately addressed a complaint or concern, the student may consider contacting external agencies such as:

Institutional Accreditation:

WASC Senior College and University Commission
985 Atlantic Avenue, Suite 100
Alameda, CA 94501
T: (510) 748-9001
Website: www.wascsenior.org
Arizona Office of the Attorney General
2005 N Central Ave
Phoenix, AZ 85004
T: (602) 542-5763
Email: consumerinfo@azag.gov

Colorado Office of the Attorney General
1300 Broadway, 10th Floor
Denver, CO 80203
T: (720) 508-6000
Web: www.coag.gov/file-complaint

Delaware Office of the Attorney General
820 N. French St.
Wilmington, DE 19801
T: (302) 577-8600
Web: https://attorneygeneral.delaware.gov/fraud/cpu/complaint/

Hawaii Department of the Attorney General
425 Queen Street
Honolulu, HI 96813
T: (808) 586-1500
Web: http://ag.hawaii.gov/contact-us/email-the-department-of-ag/

Idaho Office of the Attorney General
700 W. Jefferson Street, Suite 210
Boise, Idaho 83720-0010
T: (208) 334-2400
Web: https://www.ag.idaho.gov/contact/

Kansas Office of the Attorney General
120 SW 10th Ave., 2nd Floor
Topeka, KS 66612
T: (785) 296-2215
Web: https://ag.ks.gov/about-the-office/contact-us/email-us

Louisiana Office of the Attorney General
1885 North Third Street
Baton Rouge, LA 70802
T: (225) 326-6465
800-351-4889
Email: ConsumerInfo@ag.louisiana.gov

Maine Office of the Attorney General
6 State House Station
Augusta, ME 04333
T: (207) 626-8800
Web: https://www.maine.gov/aj/contact.html
Maryland Office of the Attorney General
200 Saint Paul Place
Baltimore, Maryland 21202
T: (410) 528-8662
Web: http://www.marylandattorneygeneral.gov/Pages/Complaints/general.aspx

Massachusetts Office of the Attorney General
One Ashburton Place, 18th Floor
Boston, MA 02108
T: (617) 727-8400

Missouri Office of the Attorney General
207 W. High St.
Jefferson City, MO 65102
T: (573) 751-3321
Email: consumer.help@ago.mo.gov

Nevada Office of the Attorney General
100 North Carson Street
Carson City, NV 89701
T: (702) 486-3132
Email: AgInfo@ag.nv.gov

New Hampshire Office of the Attorney General
33 Capitol Street
Concord, NH 03301
T: (603) 271-3643
Email: DOJ-CPB@doj.nh.gov

New Jersey Office of the Attorney General
P.O. Box 45025
Newark, New Jersey 07101
T:(973) 504-6200
Web: https://njconsumeraffairs.state.nj.us/file-a-complaint/

New York Office of the Attorney General
The Capitol
Albany, NY 12224-0341
T: (800) 771-7755
Web: https://formsnym.ag.ny.gov/OAGOnlineSubmissionForm/faces/OAGCFCHome

North Carolina Office of the Attorney General
9001 Mail Service Center
Raleigh, NC 27699-9001
T: (919) 716-6400
Web: https://www.ncdoj.gov/Home/ContactUs.aspx
North Dakota Office of the Attorney General  
600 E. Boulevard Ave Dept. 125  
Bismarck, ND 58505  
(701) 328-2210  
Web: https://attorneygeneral.nd.gov/attorney-general-office/email-attorney-general-0

Ohio Office of the Attorney General  
30 E. Broad St., 14th Floor  
Columbus, OH 43215  
T: (800) 282-0515  
Web: https://www.ohioattorneygeneral.gov/About-AG/Contact

Oklahoma Office of the Attorney General  
313 NE 21st Street  
Oklahoma City, OK 73105  
T: (405) 521-2029  
Email: ConsumerProtection@oag.ok.gov

Pennsylvania Office of the Attorney General  
15th Floor, Strawberry Square  
Harrisburg, PA 17120  
T: (800) 441-2555  
Web: https://www.attorneygeneral.gov/submit-a-complaint/consumer-complaint/

Rhode Island Office of the Attorney General  
150 South Main Street  
Providence, Rhode Island 02903  
T: (401) 274-4400  
Web: https://riag.wufoo.com/forms/q1851amb1bdd4d5/

South Carolina Office of the Attorney General  
1000 Assembly Street, Room 519  
Columbia, S.C. 29201  
T: (803) 734-4200  
Web: https://consumer.sc.gov/consumer-resources/consumer-complaints

South Dakota Office of the Attorney General  
1302 E Hwy 14, Suite 3  
Pierre, SD 57501  
T: (605) 773-4400  
Email: consumerhelp@state.sd.us

Tennessee Office of the Attorney General  
P.O. Box 20207  
Nashville, TN 37202-0207  
Telephone: (615) 741-1671  
Web: https://www.tn.gov/commerce/section/consumer-affairs
Vermont Office of the Attorney General  
109 State Street  
Montpelier, VT 05609  
T: (802) 828-3171  
Web: https://agocapcomplaint.atg.state.vt.us/forms/consumer-assistance-program-complaint-form/

Virginia Office of the Attorney General  
202 North Ninth Street  
Richmond, Virginia 23219  
T: (804) 786-2071  
Web: https://www.oag.state.va.us/consumercomplaintform/form/start

Washington Office of the Attorney General  
800 5th Ave, Suite 2000  
Seattle, WA 98104-3188  
T: (800) 551-4636  
Web: https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx

West Virginia Office of the Attorney General  
P.O. Box 1789  
Charleston, WV 25326  
T: 304-558-8986  
Email: consumer@wvago.gov