

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/ag/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

Web: <https://massago.onbaseonline.com/MASSAGO/1700AppNet/UnityForm.aspx?key=UFKey>

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-generals-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