

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](http://www.wascsenior.org)

Arizona Office of the Attorney General  
2005 N Central Ave  
Phoenix, AZ 85004  
T: (602) 542-5763  
Email: [consumerinfo@azag.gov](mailto: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](http://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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:consumer@wvago.gov)