

Federally Mandated Complaint Process – By State

The U.S. Department of Education requires institutions offering distance education programs to provide all enrolled and prospective students with contact information for filing complaints with regional accrediting agencies and with the appropriate state agency designated to receive and process complaints in the student's home state. Many external agencies require that all institutional procedures be followed before a concern will be considered. Before contacting one of these agencies, Immaculata University encourages students to inform the University of their complaints first. We are eager to listen to our students and assist them in resolving any issues they may have with the University.

State of Pennsylvania

The **Pennsylvania Department of Education** has authorized the University to offer undergraduate and graduate level certificates, baccalaureate, master, doctoral, and first professional degrees. A form regarding complaint processes can be found at [PDE's Office of Postsecondary & Adult Education website](#).

Immaculata University is regionally accredited by the [Middle States Commission on Higher Education \(MSCHE\)](#). For a copy of Immaculata's current MSCHE Statement of Accreditation Status (SAS) please go to [Immaculata University's status page](#) on the MSCHE website.

Complaint Resolution Contacts by State/U.S. Territory

New federal regulations require Immaculata University to provide prospective and current students with contact information for filing complaints with the appropriate agency in the state where each student resides. Students should click on their state of residence to review its process in the event that they should have a complaint about Immaculata University.

Alabama	Hawaii	Massachusetts	New Mexico	South Dakota
Alaska*	Idaho	Michigan	New York	Tennessee
Arizona	Illinois	Minnesota	North Carolina*	Texas
Arkansas	Indiana	Mississippi	North Dakota	Utah
California	Iowa	Missouri	Ohio	Vermont
Colorado	Kansas	Montana*	Oklahoma	Virginia
Connecticut	Kentucky	Nebraska	Oregon	Washington
Delaware	Louisiana	Nevada	Puerto Rico	West Virginia
District of Columbia	Maine	New Hampshire	Rhode Island	Wisconsin
Florida	Maryland	New Jersey	South Carolina	Wyoming
Georgia				

* Where no specific complaint processes is listed, the link provided is to the state department of education, higher education system, or consumer protection agency (where appropriate).

NOTE: Please see States Authorized for Distance Education section of the IU website's [HEOA page](#) for a list of states where IU has permission to operate via distance education.