

Student Complaint Procedure

Scope

The Middle States Commission on Higher Education (MSCHE) requires Waynesburg University to provide contact information to current and prospective students for filing complaints regarding an institution's compliance with MSCHE Requirements of Affiliation, standards, or policies or regarding an institution's compliance with its own policies or procedures. MSCHE does have a process for handling complaints related to institutional compliance.

Purpose and Procedure

The purpose of this complaint process is to address non-compliance with the standards set by MSCHE for accreditation, and also Waynesburg University's own policies and procedures. The purpose of filing complaints with MSCHE is to address matters of [institutional](#) compliance, not disputes between individuals which lie outside of the purview of MSCHE. For concerns relating to institutional compliance, students can make formal complaints through the Middle States Commission on Higher Education website found [here](#).

Matters not covered under this complaint procedure include disputes about admission, grades, granting or transferability of credits, application of academic policies, fees or other financial matters, disciplinary matters, contractual rights and obligations, personnel decisions, or similar matters. However, Waynesburg University does care about student satisfaction and wants the educational experience of each student to be positive. For individual concerns and disputes, students can fill out the [Student Complaint Form](#), including all pertinent information. The Mach Form will be reviewed by Dr. Marie Lechlitter-Krause, The Assistant Provost for Academic

Affairs & Institutional Effectiveness. It then be sent to the appropriate institutional office (Create Mach Form). For complaints relating specifically to contesting final grades, students can complete the [Final Grade Appeal](#) form.