

## McDaniel College

### Student Complaint Policy and Process

McDaniel College continually strives to deliver on our promise to provide a high-quality educational experience for every student that is guided by our mission and First Principles. The following process outlines the steps a student should take to file a complaint.

Should the opinion of the student be that the complaint has not been resolved appropriately by an informal attempt, the below list of established policies and procedures are available for students to make a formal complaint. Students are encouraged to use the process aligned with the nature of their complaint. Students who may need further guidance can contact the Provost Office or the Office of Graduate and Professional Studies (graduate students).

The following policies and procedures for filing a complaint can be found on McDaniel's Consumer Information [website](#). Academic policies can also be found in McDaniel's [undergraduate and graduate catalog](#). Non-academic policies and procedures for student complaints can also be found in McDaniel's [student handbook](#).

- Academic Complaint and Appeal Processes  
*Academic Policies and Procedures that apply to all McDaniel undergraduate students are found in the undergraduate catalog. Similarly, the Academic Policies and Procedures pertaining to McDaniel graduate students are found in the graduate catalog. Guidelines to address student complaints exist on the Student Consumer Information page.*
  - Final Grade Appeal (Graduate)
  - Final Grade Appeal (Undergraduate)
  - Academic Dismissal Appeal (Undergraduate)
  - Academic Dismissal Appeal (Graduate)
  - Academic Misconduct Appeal (Undergraduate)
  - Academic Misconduct Appeal (Graduate)
  - Distance Education Complaint Process
- Athletic Grievance
- Discrimination/Harassment/Bias – Bias Response Process (not related to sexual violence or harassment)
- Family Education Rights and Privacy Act (FERPA)
- General Non- Academic Complaint Submission  
*McDaniel has several policies and options where students can file complaints.*
  - Campus Safety and Security
  - Clubs and Organizations
  - Dining Services
  - Residence Life
  - Wellness Center and Counseling Services
  - Student Accessibility and Support Services

- Sexual Misconduct/Harassment/Title IX
- VA/GI Bill Student Complaints

## **Complaint Process and External Complaints**

Students are highly encouraged to use the internal complaint processes outlined above prior to filing an external complaint.

Specific types of complaints are handled by different agencies or organizations. A student must submit a complaint to the appropriate agency or organization as described below:

A complaint concerning compliance with the standards of accreditation is to be submitted to the institution's accrediting body. McDaniel is accredited by Middle States Commission on Higher Education.

McDaniel is accredited by MSCHE. Before submitting a complaint to MSCHE please read their complaint policy and process carefully. The Commission's policy is designed to address non-compliance with commission standards and requirements of affiliation, policies and procedures, or the institution's policies only. The Commission does not consider appeals related to issues of dispute between individuals and the institution about admission, grades, transfer credits, application of policies, personnel decisions or similar matters. The Commission will not act on anonymous complaints.

Middle States Commission on Higher Education  
1007 North Orange Street  
4th Floor, MD #166  
Wilmington, DE 19801  
<https://www.msche.org/>  
For more information to file a complaint:  
<https://www.msche.org/complaints/>

Complaints involving alleged violations of the Education Article or the Code of Maryland Regulations (COMAR) Title 13B Maryland Higher Education Commission may be submitted to MHEC but only after the student has first exhausted the complaint/grievance procedures established by the institution.

Maryland Higher Education Commission  
6 North Liberty Street  
Baltimore, MD 21201  
410-767-3300  
<https://mhec.maryland.gov/>

Students who reside in a State Authorization Reciprocity Agreement (SARA) state while taking online courses and programs have recourse to file complaints with the Maryland Higher Education Commission. The Commission requires students to first exhaust all internal complaint procedures. If a student believes the complaint has not been resolved appropriately by McDaniel, then a complaint should be filed to the Maryland Higher Education Commission.

Students who reside in non-SARA states while taking online courses and programs may obtain contact information for the state portal agency in which they reside. This information can be found at [State Portal Entity Contacts | NC-SARA](#).

A complaint pertaining to potential violations of consumer protection is to be submitted to:

Consumer Protection Division  
Office of the Attorney General  
200 Saint Paul Place  
Baltimore, Maryland 21202  
Telephone: 410-528-8662  
More information is available at:  
<http://www.oag.state.md.us/Consumer/complaint.htm>

A complaint concerning discrimination is to be submitted to:

Office for Civil Rights, Philadelphia Office  
U.S. Department of Education  
100 Penn Square East, Suite 515  
Philadelphia, PA 19107-3323  
Telephone: 215-656-8541  
More information is available at  
<http://www2.ed.gov/about/offices/list/ocr/docs/howto.html>