



Higher Education Complaint Form

The Pennsylvania Department of Education (PDE) will accept all written and signed complaints against colleges, universities and seminaries certified to operate in Pennsylvania.

The person filing the complaint with PDE must attest that the following is true:

The person has submitted the complaint to PDE in writing using the “Higher Education Complaint Form.”

The person has signed the form attesting to the truth and accuracy of the complaint.

The person has signed the form to authorize the disclosure of his/her name and concerns.

The person has submitted evidence to support the allegation against the institution. (Please do not submit original documents as they may not be returned.)

The person recognizes that PDE may not be able to process an anonymous complaint.

By signing the form, the person acknowledges that PDE may share the complainant’s name and the information provided by the complainant with the institution in order to investigate the complaint.

Upon receiving a student complaint, PDE will determine if the matter falls within its jurisdiction. If preliminary findings indicate a violation by a higher education institution, PDE shall attempt to resolve the complaint. All parties will be notified of the outcome of the investigation.

Pennsylvania’s Right to Know Law (RTKL) provides that records of an agency relating to a non-criminal investigation, including complaints submitted to an agency, are exempt from disclosure. However, in the event the Office of Open Records or a court would determine that records being submitted are not exempt from disclosure, the Department would have to disclose them if a RTKL request is made for the records.

Submit to:

Bureau of Postsecondary and Adult Education
Pennsylvania Department of Education
333 Market Street, 12th Floor
Harrisburg, PA 17126-0333
Fax: 717-772-3622
E-mail: RA-pls@pa.gov (for submission of form or questions)

Higher Education Complaint Form

Name _____
Address 1 _____
Address 2 _____
City _____
State _____
Zip Code _____
Phone _____
Fax Number _____
E-mail _____
Program of Study _____
Dates of Attendance _____

Institution _____
Address 1 _____
Address 2 _____
City _____
State _____
Zip Code _____
Phone _____

Did you follow the Institution's grievance procedure to resolve your complaint?

No If no, please explain. _____

Yes

How did you contact the Institution? Please specify who was contacted and on what date(s), if possible.

Method of Contact	Person(s) Contacted	Date(s)
Phone Call	_____	_____
In Person	_____	_____
Letter	_____	_____
E-mail	_____	_____
Other	_____	_____

What outcome did you seek from the Institution?

Have you contacted another agency or organization about the matter?

No

Yes

If yes, please give name of agency. _____

Have you contacted an attorney?

No

Yes

If yes, please give name of attorney. _____

Describe your complaint in detail. Specify any dates, staff you dealt with, monies owed, balances due, etc. Use additional paper if necessary. Attach any documentation which will help describe the problem and substantiate your allegations, such as an enrollment contract, correspondence with or from the institution, etc. Do not submit original documents as they may not be returned.

Pursuant to 18 Pa. C.S. 4904(a), and under penalty of perjury, I declare the foregoing to be true and correct to the best of my knowledge. I also grant PDE permission to release my name and complaint details to the institution.

SIGNATURE OF COMPLAINANT

DATE