

## **STUDENT COMPLAINT PROCESS POSTSECONDARY INSTITUTIONS**

Federal regulation 34 CFR §600.9(a) requires that each state have a process to review and appropriately act on three types of student complaints concerning institutions of higher education operating in the state:

### **1. Complaints related to consumer protection laws**

- a. Consumer protection is defined as the protection of consumers against advertising, sale or distribution of merchandise through a deceptive trade practice as outlined in the Wyoming Consumer Protection Act, W.S. 40-12-101 through 40-12-114.
- b. Complaints related to consumer protection should be submitted to the Wyoming Attorney General's Office. Additional information relative to consumer protection may be found at the following URL:

<http://attorneygeneral.state.wy.us/consumer.htm>

### **2. Complaints related to licensure:**

- a. Postsecondary licensure is defined as the licensure of all trade, correspondence, distance education, technical, vocational, business or other private schools which are located within the state or have their principal place of business out of state but are doing business in the state, as outlined in Wyoming Statute §§ 21-2-401 through 21-2-407.
- b. Complaints related to postsecondary licensure should be submitted to the Private School Licensing Program in the Wyoming Department of Education (WDE). The Student Complaint form may be found at the following URL:

[http://edu.wyoming.gov/Programs/schools/private\\_school\\_licensing.aspx](http://edu.wyoming.gov/Programs/schools/private_school_licensing.aspx)

#### **CHEYENNE OFFICE**

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Cheyenne, WY 82002  
307-777-7675

#### **RIVERTON OFFICE**

320 West Main  
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307-857-9250

#### **ON THE WEB**

[edu.wyoming.gov](http://edu.wyoming.gov)  
[twitter.com/WYOEducation](https://twitter.com/WYOEducation)  
[facebook.com/WYOEducation](https://facebook.com/WYOEducation)

- c. Upon receipt of a written student complaint related to postsecondary licensure, WDE will review the complaint to determine whether suspension or revocation of a license is appropriate as outlined in Chapter 30 of the WDE's Rules and Regulations.

**3. Complaints related to quality of education:**

*A student MUST first exhaust the complaint/grievance procedures established by the institution.*

- a. Quality of education pertains to an institution's: 1) courses and programs that require levels of student performance appropriate to a degree or certificate; 2) faculty and staff associated with the degrees and certificates it offers, as well as student services; and 3) the process is designed to promote continuous improvement.
- b. Complaints related to quality of education should be submitted to the Private School Licensing Program in the Wyoming Department of Education (WDE). The Student Complaint form may be found at the following URL:  
[http://edu.wyoming.gov/Programs/schools/private\\_school\\_licensing.aspx](http://edu.wyoming.gov/Programs/schools/private_school_licensing.aspx)
- c. Upon receipt of a written student complaint related to quality of education, WDE will:
  - i. Forward the complaint to the institution for internal review; and
  - ii. If after forwarding the complaint to the institution for internal review, the student still wants to pursue the complaint, WDE will forward the complaint to the institution's accrediting body.