

Mount Mercy University  
Student Consumer Complaint Process

The U.S. Department of Education established requirements to improve the integrity of programs authorized under Title IV of the Higher Education Act (HEA), as amended (the “Program Integrity Rule”). The Program Integrity Rule requires, among other things, that each college or university authorized to offer postsecondary education in one or more states ensure access to a complaint process that will permit student consumers to address the following:

1. Alleged violations of State consumer protection laws that include but are not limited to fraud and false advertising;
2. Alleged violations of State laws or rules relating to the licensure of postsecondary institutions; and
3. Complaints relating to the quality of education or other State or accreditation requirements.

Mount Mercy University participates in Federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. Participating institutions must be legally authorized to operate within the state in which they are located. 34 CFR, Section 600.9(a)(1) requires states to have a process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws. 34 CFR, Section 668.43(b) requires that institutions “make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution’s accreditation and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student’s complaint.”

Mount Mercy University seeks to resolve all student concerns in a timely and effective manner. It is expected that students will fully utilize any or all the University’s administrative procedures to address concerns or complaints in a timely manner.

The Academic/Administrative Grievance policy can be found in its entirety at: <http://catalog.mtmercy.edu/thegoodbook/academicpolicies/>. The information below is provided to assist you in resolving your concern or complaint.

Students are strongly encouraged to work with the involved individual(s) or office(s) before filing a formal grievance. The information below is provided in case you are unsure of where to direct your concern or complaint.

If your concern or complaint involves sexual harassment or discrimination, report it to Mount Mercy University’s [Title IX Coordinator](#).

| Complaints or concerns involving: | Contact:   |
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| Course grade or evaluation        | Course instructor  |
| Academic programs, accreditation  | <a href="#">Office of the Provost</a>  |
| Admissions eligibility            | <a href="#">Admissions Office</a>  |
| Tuition, Fee payments             | Student Accounts<br><a href="mailto:studentaccounts@mtmercy.edu">studentaccounts@mtmercy.edu</a><br><a href="#">Billing &amp; Payments</a> |

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| Loans, Scholarships, Grants                    | <a href="#">Financial Aid</a>                     |
| Academic records, transfer credit, transcripts | <a href="#">Registrar's Office</a>                |
| Military/Veterans Benefits                     | <a href="#">Veteran Education Benefits</a>        |
| Housing, Clubs/Organizations                   | Student Life<br><a href="#">The Good Book</a>     |
| Student Code of Conduct                        | Dean of Students<br><a href="#">The Good Book</a> |
| Sexual Harassment and Discrimination           | <a href="#">Title IX Coordinator</a>              |
| Academic and Environmental Accommodation       | <a href="#">Disability Services</a>               |

If you feel your concern or complaint has not been resolved after working through the appropriate office, a formal grievance can be filed using the process outlined in the [Academic/Administrative Grievance](#) procedures referenced above.

A student may believe that the formal grievance process has not adequately addressed the complaint. In this case, the following organizations are available:

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| <a href="#">Higher Learning Commission</a>                                | Address:<br>230 South LaSalle Street, Suite 7-500 Chicago, IL 60604-1411 Phone:<br>(800) 621-7440 or (312) 263-0456 Link to complaint information:<br><a href="https://www.hlcommission.org/HLC-Institutions/complaints.html">https://www.hlcommission.org/HLC-Institutions/complaints.html</a>   |
| <a href="#">Iowa Department of Education – Bureau of Iowa College Aid</a> | Address:<br>400 E. 14 <sup>th</sup> Street Des Moines, IA 50319 Phone:<br>(515)281-5294<br><br>Link to complaint information: <a href="https://educate.iowa.gov/higher-ed/studentcomplaints">https://educate.iowa.gov/higher-ed/studentcomplaints</a>   |
| <a href="#">NC-SARA</a>   | Address:<br>3005 Center Green Drive Suite 130<br>Boulder, Colorado 80301<br>(720) 680-1600<br><br>Link to complaint information:<br><a href="https://nc-sara.org/sara-student-complaints-0">https://nc-sara.org/sara-student-complaints-0</a><br><br>Link to complaint form:<br><a href="https://iowacollegeaid.co1.qualtrics.com/jfe/form/SV_4YGoz2mU3hIUUwS">https://iowacollegeaid.co1.qualtrics.com/jfe/form/SV_4YGoz2mU3hIUUwS</a> |

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| <a href="#">Iowa Board of Nursing</a>                                | Address:<br>400 S.W. 8 <sup>th</sup> Street, Suite B Des Moines, IA 50309 Phone:<br>(515) 281-3255  |
| <a href="#">Council on Social Work Education</a>                     | Address:<br>333 John Carlyle Street, Suite 400 Alexandria, VA 22314 Phone:<br>(703) 683-8080  |
| <a href="#">Iowa Department of Education</a>                         | Address:<br>400 E. 14 <sup>th</sup> Street<br>Des Moines, IA 50319-0146 Phone:<br>(515)-281-5294  |
| <a href="#">American Association for Marriage and Family Therapy</a> | Address:<br>277 S Washington Street, Suite 210 Alexandria, VA 22314 Phone:<br>(703) 838-9808<br><br>Link to complaint information:<br><a href="http://aamft.org">Ethics Complaint Process (aamft.org)</a> |

*This information is provided to student per the following regulations: Higher Education Act of 1965 34 CFR, Section 600.9 and 34 CFR, Section 668.43.*

*Updated 10.2025*