

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:
Course grade or evaluation	Course instructor
Academic programs, accreditation	Academic Affairs https://www.mtmercy.edu/division-academic-and-student-affairs
Admissions eligibility	Undergraduate Admissions: https://www.mtmercy.edu/contact-undergraduate-admissions Adult Accelerated, Online Admissions: accelerated@mtmercy.edu Graduate: Contact your program director or gradprograms@mtmercy.edu
Tuition, Fee payments	Business Office https://www.mtmercy.edu/business-office
Loans, Scholarships, Grants	Financial Aid https://www.mtmercy.edu/financial-aid
Academic records, transfer credit, transcripts	Registrar's Office https://www.mtmercy.edu/contact-us
Military/Veterans Benefits	Registrar's Office https://www.mtmercy.edu/contact-us
Housing, Clubs/Organizations	Student Life http://catalog.mtmercy.edu/thegoodbook/
Student Code of Conduct	Dean of Students http://catalog.mtmercy.edu/thegoodbook/
Sexual Harassment and Discrimination	Title IX Coordinator https://www.mtmercy.edu/title-ix
Academic and Environmental Accommodation	Disability Services https://www.mtmercy.edu/disability-services

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:

Higher Learning Commission	<p>Address: 230 South LaSalle Street, Suite 7-500 Chicago, IL 60604-1411 Phone: (800) 621-7440 or (312) 263-0456 Link to complaint information: https://www.hlcommission.org/HLC-Institutions/complaints.html</p>
Iowa College Student Aid Commission	<p>Address: 430 East Grand Ave, FL 3 Des Moines, IA 50309-1920 Phone: (515) 725-3400 Link to complaint information: https://www.iowacollegeaid.gov/content/forms-and-applications</p>
Iowa Board of Nursing	<p>Address: 400 S.W. 8th Street, Suite B Des Moines, IA 50309 Phone: (515) 281-4825</p>
Council on Social Work Education	<p>Address: 1701 Duke Street, Suite 200 Alexandria, VA 22314-4357 Phone: (703) 683-8099</p>
Iowa Department of Education	<p>Address: 400 E. 14th Street Des Moines, IA 50319-0146 Phone: (515)-281-5294</p>
American Association for Marriage and Family Therapy	<p>Address: 112 South Alfred Street Alexandria, VA 22314-3061 Phone: (703) 838-9808 Link to complaint information: http://www.aamft.org/iMIS15/AAMFT/Content/egal_ethics/Ethics_Complaint_Process.aspx</p>

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.