

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 of 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	Academic Affairs <a href="https://www.mtmercy.edu/academics">https://www.mtmercy.edu/academics</a>
Accreditation	<a href="http://www.mtmercy.edu/accreditation">www.mtmercy.edu/accreditation</a>
Admissions eligibility	Undergraduate Admissions: <a href="https://www.mtmercy.edu/contact-undergraduate-admissions">https://www.mtmercy.edu/contact-undergraduate-admissions</a> Adult Accelerated <a href="http://www.mtmercy.edu/accelerated-admissions">http://www.mtmercy.edu/accelerated-admissions</a> Graduate: <a href="http://www.mtmercy.edu/contact-graduate-admissions">http://www.mtmercy.edu/contact-graduate-admissions</a> Online: <a href="https://online.mtmercy.edu/admissions">https://online.mtmercy.edu/admissions</a>
Tuition, Fee payments	Business Office <a href="https://www.mtmercy.edu/business-office">https://www.mtmercy.edu/business-office</a>
Loans, Scholarships, Grants	Financial Aid <a href="https://www.mtmercy.edu/financial-aid">https://www.mtmercy.edu/financial-aid</a>
Academic records, transfer credit, transcripts	Registrar's Office <a href="https://www.mtmercy.edu/registrars-office">https://www.mtmercy.edu/registrars-office</a>
Military/Veterans Benefits	Registrar's Office <a href="https://www.mtmercy.edu/veteran-benefits">https://www.mtmercy.edu/veteran-benefits</a>
Housing, Clubs/Organizations	Student Life <a href="http://www.mtmercy.edu/student-life">http://www.mtmercy.edu/student-life</a>
Student Code of Conduct	Dean of Students <a href="http://catalog.mtmercy.edu/thegoodbook/">http://catalog.mtmercy.edu/thegoodbook/</a>
Sexual Harassment and Discrimination	Title IX Coordinator <a href="https://www.mtmercy.edu/title-ix">https://www.mtmercy.edu/title-ix</a>
Academic and Environmental Accommodation	Disability Services <a href="https://www.mtmercy.edu/disability-services">https://www.mtmercy.edu/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:

<a href="#">Higher Learning Commission</a>	<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: <a href="https://www.hlcommission.org/HLC-Institutions/complaints.html">https://www.hlcommission.org/HLC-Institutions/complaints.html</a></p>
<a href="#">Iowa College Student Aid Commission</a>	<p>Address: 430 East Grand Ave, FL 3 Des Moines, IA 50309-1920 Phone: (515) 725-3400 Link to complaint information: <a href="https://www.iowacollegeaid.gov/content/forms-and-applications">https://www.iowacollegeaid.gov/content/forms-and-applications</a></p>
<a href="#">Iowa Board of Nursing</a>	<p>Address: 400 S.W. 8<sup>th</sup> Street, Suite B Des Moines, IA 50309 Phone: (515) 281-3255 <a href="https://nursing.iowa.gov/enforcement/file-a-complaint">https://nursing.iowa.gov/enforcement/file-a-complaint</a></p>
<a href="#">Council on Social Work Education</a>	<p>Address: 1701 Duke Street, Suite 200 Alexandria, VA 22314-4357 Phone: (703) 683-8080 <a href="https://www.cswe.org/Events-Meetings/2017-APM/Continuing-Education/Procedures-for-Complaint-and-Grievance-Management">https://www.cswe.org/Events-Meetings/2017-APM/Continuing-Education/Procedures-for-Complaint-and-Grievance-Management</a></p>
<a href="#">Iowa Department of Education</a>	<p>Address: 400 E. 14<sup>th</sup> Street Des Moines, IA 50319-0146 Phone: (515)-281-5294</p>
<a href="#">American Association for Marriage and Family Therapy</a>	<p>Address: 112 South Alfred Street Alexandria, VA 22314-3061 Phone: (703) 838-9808 Link to complaint information: <a href="http://www.aamft.org/iMIS15/AAMFT/Content/egal_ethics/Ethics_Complaint_Process.aspx">http://www.aamft.org/iMIS15/AAMFT/Content/egal_ethics/Ethics_Complaint_Process.aspx</a></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.*