

RESOLUTION PROCESS

for The School of Theological Studies at Saint Charles Borromeo Seminary

The School of Theological Studies at Saint Charles Borromeo Seminary strives at all times to provide the highest quality of professional service and the best educational and student experience possible, in keeping with our Catholic identity and core values of reverence, integrity, service, academic excellence and stewardship. In the event that you believe you have a serious complaint against the School, we wish to make you aware of the appropriate processes to follow.

If you have a dispute related to academics you should first try to resolve it through these steps, in this order:

- (1) directly with your course instructor.
- (2) with the Dean of the School of Theological Studies or,
- (3) with the Vice President for Academic Affairs, in that order.

The academic grievance policy is published on the School of Theological Studies website: <https://www.scs.edu/sts/>

Additional Student Resources

- If your concern relates to financial aid, please contact the Financial Assistance Office (610-785-6582) or email Donna Speranza: dsperanza@scs.edu
- Master of Arts in Theology: Tuition and Fees questions posted here: <https://www.scs.edu/sts/master-of-arts-in-theology/tuition-fees-and-student-handbook/>
- If the concern involves the behavior of an individual student or instructor, you should address this concern with that person first. If such action is not feasible, you may choose to discuss your concern confidentially with the Dean: mmagee@scs.edu
- For questions about disability services available, please call Human Resources/Finance and Operations Office at 610-785-6553.
- For Title IX questions please see this website contact information <https://www.scs.edu/about/title-ix/>

In addition to the above procedures, the U.S. Department of Education requires institutions offering distance education programs to provide all enrolled and prospective students with contact information for filing complaints with regional accrediting agencies and with the appropriate state agency designated to receive and process complaints in the student's home state. Many external agencies require that all institutional procedures be followed before a concern will be considered. Before contacting one of these agencies, The School of Theological Studies encourages students to inform The School of Theological Studies of their complaints first. We are eager to listen to you and assist you in resolving any issues you may have with the School of Theological Studies.

The Pennsylvania Department of Education has authorized St Charles Borromeo Seminary, of which the School of Theological Studies is a part, to offer Master of Arts degrees in Theology. Information regarding PDE's formal complaint procedure can be found on the [PA Department of Education website](#).

The School of Theological Studies is regionally accredited by the [Middle States Commission on Higher Education \(MSCHE\)](#). For a copy of The School of Theological Studies' current MSCHE Statement of Accreditation Status (SAS), please go to [MSCHE and other Accreditations](#).

Complaint Contact Information for State Agencies

In compliance with the U.S. Department of Education, under the provisions of section 668.43 (b), The School of Theological Studies provides its enrolled or prospective students with contact information for filing complaints with the relevant state official or agency that would handle a student's complaint, regardless of whether the state regulates the institution.

The state agencies correspond with the physical location of students while enrolled in The School of Theological Studies degree programs. The state agency would generally correspond with the student's state of residence.

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States and US Territories

Alabama

Alabama Department of Postsecondary Education – Private School Licensing Division
P.O. Box 302130, Montgomery, AL 36130-2130 <https://www.accs.edu/about-accs/private-school-licensure/complaints/>

Alaska

Alaska Commission on Postsecondary Education
P.O. Box 110505, Juneau, AK 99811-0505 <https://acpe.alaska.gov/ConsumerProtection>

Arizona

Arizona State Board for Private Postsecondary Education
1400 W. Washington Street, Room 260, Phoenix, AZ 85007 <http://ppse.az.gov/complaint>

Arkansas

Arkansas Department of Higher Education
423 Main Street, Suite 400, Little Rock, AR 72201 <https://sbpce.wufoo.com/forms/form-8040-complaint-form/>

California

Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 <http://www.bppe.ca.gov/enforcement/complaint.shtml>

Colorado

Colorado Department of Higher Education
1560 Broadway, Suite 1600, Denver, CO 80202 <http://higher.ed.colorado.gov/Academics/Complaints/default.html>

Connecticut

Office of Financial & Academic Affairs for Higher Education
61 Woodland Street Hartford, CT 06105-2326 <http://www.ctohe.org/StudentComplaints.shtml>

Delaware

Delaware Department of Education
The Townsend Building 401 Federal Street, Suite 2 Dover, Delaware 19901 www.doc.k12.de.us

District of Columbia

Office of the State Superintendent of Education - Education Licensure Commission
810 First Street, NE, 2nd Floor Washington, DC 20002 <http://osse.dc.gov/service/education-licensure-commission-etc-public-complaints>

Florida

Commission for Independent Education 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400 <http://www.fldoe.org>

Georgia

Georgia Nonpublic Postsecondary Education Commission, 2082 E Exchange Pl. #220, Tucker, GA 30084-5334, Phone: (770) 414-3300
<https://gnpec.georgia.gov/student-complaints>

Hawaii

HPEAP Administrator, P.O. Box 541, Honolulu, HI 96809, (808) 586-7327, <http://cca.hawaii.gov/hpeap/student-complaint-process>

Idaho

Idaho State Board of Education - State Coordinator for Private Colleges & Proprietary Schools, 650 West State Street, PO Box 83720, Boise, Idaho 83720-0037

Illinois

Illinois Board of Higher Education, 431 East Adams Street, Second Floor, Springfield, IL 62701-1404, <http://complaints.ibhe.org/>

Indiana

Academic Programs Manager, Indiana Commission for Higher Education, 101 West Ohio Street, Suite 550, Indianapolis, Indiana 46204-1984
or

Accreditation Coordinator, Indiana Board for Proprietary Education/Indiana Commission for Higher Education, 101 West Ohio Street, Suite 670
Indianapolis, IN 46204-1984 <http://www.in.gov/che/2744.htm>

Iowa

Iowa College Student Aid Commission, 430 East Grand Ave., FL 3, Des Moines, IA 50319-1920 <https://www.iowacollegeaid.gov/StudentComplaintForm>

Kansas

Kansas Board of Regents, Private Postsecondary Education Division, 1000 SW Jackson St., Suite 520, Topeka, KS 66612-1368
http://www.kansasregents.org/academic_affairs/private_out_of_state/complaint_process

Kentucky

Director of Postsecondary Licensing, 1024 Capital Center Drive, Suite 320, Frankfort, KY 40601 http://cpe.ky.gov/campuses/consumer_complaint.html

Louisiana

Office of the Attorney General, Consumer Protection Section, P.O. Box 94005, Baton Rouge, LA 70804-9005

Maine

Higher Education Specialist, Maine Department of Education, 23 State House Station, Augusta, Maine 04333 <https://www.maine.gov/doe/cds/duprocess>

Maryland

Maryland Attorney General, Consumer Protection Division, 200 St. Paul St., Baltimore, MD 21202
www.oag.state.md.us/Consumer/complaint.htm

Massachusetts

Massachusetts Board of Higher Education, One Ashburton Place, Room 1401, Boston, MA 02108
<https://www.mass.edu/forstufam/complaints/complaints.asp>

Michigan

Michigan Department of Licensing and Regulatory Affairs, CSCL/Enforcement Division, P O Box 30018, Lansing MI 48909
http://www.michigan.gov/lara/0,4601,7-154-35299_61343_35395_35396-139958--,00.html

Minnesota

Minnesota Office of Higher Education, 1450 Energy Park Drive, Suite 350, St. Paul, MN 55108
<http://www.ohc.state.mn.us/mPg.cfm?pageID=1078>

Mississippi

Mississippi Commission on College Accreditation, 3825 Ridgewood Road, Jackson, MS 39211-6453
<http://www.ihl.state.ms.us/mcca/downloads/studentcomplaintform.pdf>, Director Commission on Proprietary Schools and College Registration
3825 Ridgewood Road Jackson, MS 39211

Missouri

Missouri Department of Higher Education, 205 Jefferson Street, P.O. Box 1469, Jefferson City, MO 65102-1469
<https://dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION-reviseddraft.pdf>(PDF)

Montana

Montana University System –Office of the Commissioner of Higher Education, 2500 Broadway Street, P.O. Box 203201, Helena, MT 59620-3201,
<http://mus.edu/MUS-Statement-of-Complaint-Process.asp>

Nebraska

Nebraska's Coordinating Commission for Postsecondary Education, ATTN: Complaints, P.O. Box 95005, Lincoln, NE 68509-5005
<https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

Nevada

Nevada Commission on Postsecondary Education, 8778 South Maryland Parkway Suite 115, Las Vegas, Nevada 89123
http://cpe.nv.gov/Students/Students_Home/

New Hampshire

Division Director, New Hampshire Department of Education, 101 Pleasant Street, Concord, NH 03301-3494

New Jersey

Office of the Secretary of Higher Education, 20 West State Street, 4th floor, PO Box 542, Trenton, NJ 08625-0542
<https://www.state.nj.us/treas/highereducation/contactus.shtml>

New Mexico

New Mexico Higher Education Department, 2048 Galisteo Street, Santa Fe, NM 87505-2100
<http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx>

New York

New York State Education Department, Office of College and University Evaluation, EBA Room 9696, 89 Washington Avenue, Albany, NY 12234
<http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

North Carolina

Post-Secondary Education Complaints, c/o Assistant Director of Licensure and Workforce Studies, University of North Carolina General Administration, 910 Raleigh Road, Chapel Hill, NC 27514 studentcomplaint@northcarolina.edu

North Dakota

Director of Distance Education and State Authorization. 1815 Schafer St., Ste. 202, Bismarck, ND 58501-1217
<https://ndus.edu/state-authorization-sara/>

Ohio

State Board of Career Colleges and Schools, 30 East Broad Street, Suite 2481, Columbus, OH 43215
<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

Oklahoma

Oklahoma State Regents for Higher Education – Academic Affairs Office, 655 Research Parkway, Suite 200, Oklahoma City, OK 73104
<http://www.okhighered.org/current-college-students/complaints.shtml>

Oregon

Director of Private Postsecondary Education, Higher Education Coordinating Commission, 1500 Valley River Drive, Suite 100, Eugene, OR 97401
Juan.baez-arevalo@state.or.us

Pennsylvania

Pennsylvania Department of Education – Postsecondary and Adult Education Division of Higher & Career Education, 333 Market Street, 12th Floor, Harrisburg, PA 17126-0333

Rhode Island

Commissioner of Higher Education, RI Office of Higher Education, 80 Washington Street, Suite 254, Providence, RI 02903

South Carolina

South Carolina Commission on Higher Education –Academic Affairs and Licensing, 1122 Lady Street, Suite 300, Columbia, SC 29201

South Dakota

South Dakota Office of the Attorney General, 1302 E. Highway 14, Suite 1, Pierre, SD 57501-8501 <https://consumer.sd.gov/complaintform.aspx>

Tennessee

Tennessee Higher Education Commission – Division of Postsecondary School Authorization, Parkway Towers, Suite 1900 404 James Robertson Parkway, Nashville, TN 37243-0830, ATTN: Complaints
<https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html>

Texas

Texas Higher Education Coordinating Board, 1200 East Anderson Lane, Austin, TX 78752 <https://www1.thecb.state.tx.us/Apps/CRAFT/Home/Create>

Utah

Utah Division of Consumer Protection, ATTN: Complaint Processor, 160 East 300 South, Salt Lake City, UT 84114

Vermont

Postsecondary Approval Coordinator, Vermont Agency of Education, 120 State Street, 4th Floor, Montpelier, VT 05620-2501
http://education.vermont.gov/documents/EDU-VTAOE-Complaint_Resolution_for_Postsecondary_Education.pdf (PDF)

Virginia

State Council of Higher Education for Virginia, 101 North 14th Street, 9th Floor, Richmond, VA 23219, <http://www.schev.edu/>

Washington

Washington Student Achievement Council, 917 Lakeridge Way SW, Olympia, WA 98540-3430
<http://www.wsac.wa.gov/protecting-education-consumers>

West Virginia

Executive Vice Chancellor for Administration, West Virginia Higher Education Policy Commission, 1018 Kanawha Boulevard, East, Suite 700 Charleston, WV 25301-2800

Wisconsin

Wisconsin Educational Approval Board, 201 W. Washington Avenue, 3rd Floor, Madison, WI 53703
<https://dsps.wi.gov/Pages/SelfService/FileAComplaint.aspx>

Wyoming

Wyoming Department of Education, 2300 Capitol Avenue, Hathaway Building, 2nd Floor, Cheyenne, WY 82002-2060

American Samoa Board of Higher Education

P.O. Box 2609, Pago Pago, AS 96799-2609

Commonwealth of Northern Mariana Islands

P.O. Box 501250, Saipan, MP 96950-1250

Federated States of Micronesia – Department of Education

P.O. Box PS 87, Palikir, Pohnpei, FM 96941

Guam Board of Regents

UOG Station, Mangilao, Guam 96923

Puerto Rico Council on Higher Education

P.O. Box 19900, San Juan, PR 00910-1900 <http://www.ce.pr.gov/>

Republic of the Marshall Islands – RMI Scholarship and Loan Board

P.O. Box 1436, Majuro, Marshall Islands 96960

Republic of Palau – Ministry of Education

P.O. Box 189, Koror, Palau PW 96940

US Virgin Islands Department of Education

1834 Kongens Gade, St. Thomas, VI 00802-674