



Student Complaint Resolution

In compliance with federal law, Webb Institute provides the following information to our prospective and current students.

The Law

Webb Institute participates in Federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. A participating institution must be legally authorized to operate within the State in which it is located. Title 34 CFR 600.9 requires States to have a “process to review and appropriately act on complaints concerning the institution including enforcing applicable State Laws.” Title 34 CFR 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 students or prospective students with contact information for filing complaints with its accreditor and its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student’s complaint.”

Policy

Webb Institute makes every effort to resolve student complaints internally, using policies and procedures listed below. It is expected that students will be able to fully utilize all such administrative procedures to address concerns and/or complaints in as timely a manner as possible.

Links to relevant policies are below:

Grade Appeal Procedures <https://www.webb.edu/wp-content/uploads/2020/02/Grade-Appeal-Policy.pdf>

Academic Honesty Violations <https://www.webb.edu/wp-content/uploads/2020/02/Academic-Honesty.pdf>

Code of Student Conduct Violation Refer to the Student Organization Handbook, May 2019, p. 30

Non-Academic Complaints: Complaints that are not related to an academic grade or integrity concern should be directed to the Dean or Director of Admissions and Student Affairs as appropriate for assistance.

Americans With Disabilities Act <https://www.webb.edu/wp-content/uploads/2015/09/Disabilities-or-ADA-Policy.pdf>

Bias Incident and Bias Crime Policy <https://www.webb.edu/wp-content/uploads/2020/02/Bias-Incident-and-Bias-Crime-Policy.pdf>

Discrimination and Harassment Policy <https://www.webb.edu/wp-content/uploads/2020/02/Discrimination-and-Harassment-Policy.pdf>

Equal Opportunity and Affirmative Action <https://www.webb.edu/wp-content/uploads/2020/02/Equal-Opportunity-and-Affirmative-Action-Policy.pdf>

Title IX <https://www.webb.edu/wp-content/uploads/2016/02/SEXUAL-MISCONDUCT-POLICY-AND-PROCEDURES-2018.pdf>

Family Educational Rights and Privacy Act (FERPA) <https://www.webb.edu/wp-content/uploads/2015/07/FERPA-Policy-2015.pdf>

Criminal Activity: Complaints involving matters of a criminal nature, such as assault, battery, and theft should be directed to the Director of Security at 516-641-2763

In the unlikely event that an issue cannot be resolved by Webb Institute, students may file a complaint with New York State Education Department. This agency should be contacted only **after** the student has registered a

complaint with Webb Institute **and** has not received a response to the request for resolution. Contact information for New York State is as follows:

Office of College and University Evaluation
New York State Education Department
5 North Mezzanine, 89 Washington Avenue, Albany, NY 12234
Telephone: 518-474-3852
Website: <http://www.nysed.gov/college-university-evaluation>

Unresolved complaints may also be filed with the Middle States Commission on Higher Education, the College's regional accrediting agency, once all other avenues have been exhausted. Information on its complaint policies and procedures can be found here: <https://www.msche.org/policies-guidelines/page/2/>

Middle States Commission on Higher Education
3624 Market Street, 2nd Floor West, Philadelphia, PA 19104
Telephone: 267-284-5000
Email: info@msche.org
General Link: www.msche.org