Complaints Process

All West Virginia institutions of higher education must publish and adhere to a procedure for handling student grievances. It is the institution’s responsibility to respond to student complaints and grievances in accordance with the college’s student grievance policy. The complaint should be brought to the attention of the institution in an informal fashion. Many issues can be handled quickly and informally once the institution is aware of the concern or issue. If the problem cannot be resolved informally, the complainant should follow the formal complaint process of the institution. It is important to keep records and documentation that provide evidence of the problem and the complainant’s efforts to solve it through the institution’s internal process.

The West Virginia Higher Education Policy Commission attempts to provide an avenue for informal resolution of matters concerning institutions; however, the Commission cannot require an institution to take any specific action and cannot provide legal advice. When contacted, Commission staff will refer the complainant to the specific institution for clarification and response. It is the responsibility of the institution’s Board of Governors to establish and enforce policies necessary for the management of the institution under its authority.

If, after exhausting internal grievance procedures, the institution has not responded to the complainant’s satisfaction, the complainant can contact the West Virginia Office of the Attorney General, Consumer Protection Division. Instructions for filing a complaint with the West Virginia Office of the Attorney General, Consumer Protection Division are available at the Attorney General's Office website.