

Complaint Resolution

Federal regulations require institutions of higher education to make public contact information for filing complaints. The information below is intended to provide both institutional and external contact information to current and prospective students.

Academic Concerns

Students are encouraged to contact their instructor first to seek assistance or address a specific concern. If the concern cannot be addressed by the instructor, the student may seek advice from the department chair or school director. The Code of Student Conduct provides guidance on campus-level policy.

- [Code of Student Conduct](#)
- [Academic Dishonesty \(Plagiarism\)](#)
- [Grade Challenge Policy](#)

Harassment and Discrimination

[The Office of Equal Opportunity and Access](#) addresses all issues related to the policies and procedures for addressing discrimination and harassment.

[Anti-Harassment & Non-Discrimination Policy Complaint Procedures](#)

External Resources

The State of Illinois - Illinois Board of Higher Education

- [The Illinois Board of Higher Education](#)

The North Central Association of the Higher Learning Commission, Illinois State University's regional accreditor.

- [Higher Learning Commission - Contact Us](#)

Online or Distance Education Complaint Resolution

Students enrolled in Online or Distance Education are encouraged to contact:

- the [Technology Support Center](#) for technical problems
- their instructor for academic concerns or referral to learning resources
- their [department chair or school director](#) for concerns that cannot be resolved by the instructor or Technology Support Center.

If the issue cannot be resolved through the resources listed above, information regarding the complaint processes for each state of residence is listed below.

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