

Student Complaint Process

Cincinnati State is committed to resolving student complaints in a fair and expeditious manner. All students should aim to have grievances resolved through the College's complaint and appeals processes.

- To file a complaint related to academics, use the Academic Appeals Procedure#described in the College Catalog.
- To file a complaint related to discrimination and/or equity, contact the Director of Human Resources, using the procedure described here.
- To file a general complaint or express a concern, fill out the Complaints, Concerns, or Compliments form.

Cincinnati State is a member of the State Authorization Reciprocity Agreement (SARA) and accepts the Ohio Department of Higher Education's oversight in resolving student complaints. Once a student has exhausted all possible avenues of complaint resolution at Cincinnati, the student may file a formal complaint with the Ohio Department of Education.

For students outside of Ohio, specific State Agency Contact Information is also available. Select your state from the drop-down menu to access the contact information to file a grievance in your state.

Grievances may include (but are not limited to):

- Inaccurate or misleading professional licensure requirements
- Inaccurate or misleading information regarding online tuition and fees
- Inaccurate or misleading accreditation information for online programs
- Inaccurate or misleading information about transfer credit policies

SARA does not permit grievances related to grades or conduct appeals outside of the institution. Students should work through the College's complaint processes to resolve any outstanding issues related to these areas.

Students can also contact Cincinnati State's accrediting agency, the Higher Learning Commission#.

HLC contact information:

230 South LaSalle Street, Suite 7-500, Chicago, Illinois 60604-1411

Phone: (800) 621-7440 / (312) 263-0456 | Fax: (312) 263-7462

|#Emailinfo@hlcommission.org