



Procedures and Standard for College Operations

Procedure/Standard 301.1 Student Complaint Procedure/Standard

Approved by: *A. Williams* Date: 6/12/20
President

History: Institutions must make easily available the contact information for its accreditation and state licensing agency to students who wish to file a formal complaint. **Revised:**

Additional History:

Related Policies, Procedures or Standards: 301- Complaint Policy

Additional References: 34 CFR 602.16(a)(1)(ix)

I. Introduction

Institutions must have a process in place for handling student complaint. If a student does not feel that the institution has adequately addressed a complaint or concern, the student may then consider contacting the institution's accrediting body, the program's accrediting body, or the Secretary of Education in Pennsylvania.

II. Definitions

Complaint: An expression of dissatisfaction with College policy, or the application of the policy, in a specific situation where a perceived negative action occurred.

III. Procedure/Standard Statement

Students who wish to file a complaint with one of Central Penn College's external accrediting bodies or the College's state licensing agency may contact those agencies using the contact information below:

Middle States Commission on Higher Education, 3624 Market Street, Philadelphia, PA 19104 (267.284.5000; web: www.msche.org).

Medical Assisting program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), upon recommendation of the Medical Assisting Education Review Board (MAERB). CAAHEP, 25400 US Highway 19 North, Suite 158, Clearwater, FL 33763, (727.210.2350), www.caahep.org.



The Paralegal and Legal Studies programs are approved by the American Bar Association (ABA), 321 North Clark Street, Chicago, Illinois, 60654-7598, (321.988.5000), www.americanbar.org.

Physical Therapy Assistant program is accredited by the Commission on Accreditation in Physical Therapy Education of the American Physical Therapy Association (CAPTE), 1111 North Fairfax Street, Alexandria, VA 22314-1488, (703.684.2782), www.capteonline.org.

Occupational Therapy Assistant program is accredited by the Accreditation Council for Occupational Therapy Education (ACOTE), 4720 Montgomery Lane, Suite 200, Bethesda, MD, 20814, (301.652.6611), www.aota.org.

The Secretary of Education and the Commonwealth of Pennsylvania to award the Master's of Professional Studies degree, the Bachelor of Science degree, the Associate in Science degree, and the Associate in Applied Science degree. Pennsylvania Department of Education (PDE), 333 Market Street, Harrisburg, PA 17126, (717.783.6788).

IV. **Implementation:**
Immediately