

# **Student Consumer Complaint Process**

## **Program Integrity Rule**

The U.S. Department of Education issued regulations to improve the integrity of programs authorized under Title IV of the Higher Education Act (HEA), as amended (the "Program Integrity Rule"). The Program Integrity Rule requires, among other things, that a university authorized to offer postsecondary education in one or more states ensure access to a complaint process that will permit student consumers to address the following:

1. Alleged violations of state consumer protection laws that include but are not limited to fraud and false advertising;
2. Alleged violations of state laws or rules relating to the licensure of postsecondary institutions; and
3. Complaints relating to the quality of education or other State or accreditation requirements.

Southern Oregon University, as an institution authorized to provide postsecondary education in the State of Oregon, is committed to full compliance with the Program Integrity Rule, and provides the following confirmation to all current and prospective students:

The Northwest Commission on Colleges and Universities accredits Southern Oregon University. You may review Southern Oregon University's accreditation information at: <http://www.sou.edu/president/accreditation.html> or upon request to Southern Oregon University:

The Office of the Provost  
Attn: Associate Provost  
1250 Siskiyou Boulevard  
Ashland, OR 97520  
541-552-6114

## **Complaint Process**

Southern Oregon University is committed to resolving all student concerns in a timely and effective manner. To that end, resources at Southern Oregon University are available to current and prospective students for the resolving of complaints. Resources include those listed in the student appeals and grievance policies, available at:

<http://www.sou.edu/assets/policies/docs/Student-Grievance.pdf>

[http://arcweb.sos.state.or.us/pages/rules/oars\\_500/oar\\_573/573\\_076.html](http://arcweb.sos.state.or.us/pages/rules/oars_500/oar_573/573_076.html)

Students are encouraged to work through internal university processes for resolution of complaints and my contact the SOU Office of Student Support and Intervention to lodge a complaint with that office or be directed to other appropriate campus resources for resolving complaints. The Office of Student Support and Intervention can be reached at (541) 552-6223 and found online at <http://www.sou.edu/ssi/index.html>.

If a student believes that the university's procedures have not adequately addressed concerns identified under the Program Integrity Rule, the following links and contact information are provided.

**Discrimination and Distance Education**

Higher Education Coordinating Commission

775 Court Street NE

Salem, OR 97301

503-378-5690

<http://education.oregon.gov/Pages/HECC-Resources-SARA-Complaints.aspx>

**Educational Quality and Accreditation**

Northwest Commission on Colleges and Universities (NWCCU)

8060 165th Avenue NE, Suite 100

Redmond, WA 98052

425-558-4224

[www.nwccu.org](http://www.nwccu.org)

**Consumer Protection, including Fraud and False Advertising**

Oregon Department of Justice

1162 Court Street NE

Salem, OR 97301

503-378-4400 (General)

1-877-877-9392 (Consumer Hotline)

<http://www.doj.state.or.us/consumer/pages/hotline.aspx>