

## New Jersey Office of the Secretary of Higher Education (OSHE) OSHE Complaint Form

Complainants should be aware that OSHE does not conduct a judicial investigation and, with the exception of complaints brought by non-New Jersey residents under the State Authorization Reciprocity Agreement ([SARA](#)), has no legal authority to require a college or university to comply with a complainant's request.

Also:

- OSHE does not consider anonymous complaints.
- OSHE does not intervene in matters concerning an individual's grades or examination results as these are the prerogative of the college's faculty.
- OSHE does not intervene in matters concerning tuition & fee refunds.
- OSHE does not intervene in matters concerning student conduct violations.
- OSHE does not intervene in human resources matters.
- OSHE does not handle complaints about actions that occurred more than two years ago.
- OSHE does not intervene in matters that are or have been in litigation.

If you have a complaint about an institution of higher education, your first course of action is to attempt to resolve the complaint directly with the administration of the institution involved. **OSHE will not review a complaint until all grievance procedures at the institution have been followed and all avenues of appeal exhausted.** Document your attempts to resolve the complaint.

**Please print or type all information.** OSHE will review your complaint to determine if there is a basis for OSHE action.

1. Name		
2. Street Address		
City	State	Zip Code
3. Phone	Email	
4. Name of the institution that is the subject of your complaint		
5. Address of the institution		
6. Attach documentation/description of your appeal(s) through the institution's complaint resolution procedure, including informal and formal mechanisms as well as a list of the people that you contacted at the institution, including their contact information. <b>The OSHE will not review your complaint until you have exhausted all avenues of appeal within the institution.</b>		
7. Check the item that best describes your status at the institution		
<input type="checkbox"/> Student <input type="checkbox"/> Faculty <input type="checkbox"/> Administrator <input type="checkbox"/> Alumnus <input type="checkbox"/> Other (explain)		
If you are a <b>student</b> , are you still at the institution?    Yes    No If the answer is "no," please indicate if you graduated, were terminated, or withdrew, including date.		
If <b>faculty</b> , please indicate if you are currently employed (including hiring date). If you are no longer faculty at the institution, please indicate your resignation/termination date.		
If <b>administrator</b> , please indicate if you are currently employed (including hiring date). If you are no longer an administrator at the institution, please indicate your resignation/termination date.		

