

Student Consumer Complaint Process

Since July 1, 2011, the U.S. Department of Education regulations to improve the integrity of programs authorized under Title IV of the Higher Education Act (HEA), as amended (the “Program Integrity Rule”) have been in place.

The Program Integrity Rule requires, among other things, that each college or university authorized to offer post-secondary education in one or more states ensure access to a complaint process that will permit student consumers to address the following:

Alleged violations of state consumer protection laws that include but are not limited to fraud and false advertising;

Alleged violations of state law or rules relating to the licensure of post-secondary institutions; and

Complaints relating to the quality of education or other State or accreditation requirements.

Gonzaga University, as an institution authorized to provide post-secondary education in the State of Washington, is committed to full compliance with the Program Integrity Rule.

The university encourages students to work through internal university processes for resolution of complaints. 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 is provided. The Washington Student Achievement Council (WSAC) has authority to investigate student complaints against specific schools. WSAC may not be able to investigate every student complaint. Visit <https://www.wsac.wa.gov/student-complaints> for information regarding the WSAC complaint process.

Complaint Process

Gonzaga University seeks to resolve all student concerns in a timely and effective manner. To that end, the following information and resources at Gonzaga University are available to current and prospective students.

Academic Issues

1. The student is encouraged to confer with the instructor concerned.
2. If the student believes the matter has not been satisfactorily resolved, the student confers with the department chair or program director.

3. If the student believes the matter has not been satisfactorily resolved, the student confers with the dean of the college or school to seek assistance in resolving the concern.
4. If the student believes the matter has not been satisfactorily resolved, the student makes an appointment with the Provost and Senior Vice President.

Office of the Provost and Senior Vice President

provostandseniorvp@gonzaga.edu

(509) 313-6503

Please see the following links for other Gonzaga University Offices:

[Admissions \(admissions eligibility\)](#)

[Financial Aid \(loans, scholarships\)](#)

[Student Accounts \(tuition/fee payments\)](#)

[Registrar \(academic records\)](#)

[Student Development \(student and campus life\)](#)

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Gonzaga University is accredited by the Northwest Commission on Colleges and Universities ([NWCCU](#)).