

FILING INQUIRY/COMPLAINT

Students and the general public have the right to file an inquiry or complaint against the College. A complaint form can be obtained from and submitted to the Massachusetts Board of Higher Education, 1 Ashburton Place, Room 1401, Boston, MA 02108. Fax (617) 727-0955.

610 CMR: Board of Higher Education, 1/10/97 610 CMR - 20.3, 2.11: Consumer Protection

When an individual or group of individuals brings a consumer complaint to the Board about an independent institution of higher education within the Commonwealth, the Board will proceed in the following manner:

- (1) When the consumer complaint concerns an institution which is under the purview of the Board, Board staff will refer the complaint to the institution for clarification and response within a specified period of time. If the forthcoming clarification and response do not satisfy the Board, the matter shall be referred to the Consumer Protection Division and/or the Public Charities Division of the Attorney General's Office.
- (2) When the consumer complaint concerns an institution which does not come under the purview of the Board, the Board will refer the complaint directly to the Consumer Protection Division and/or the Public Charities Division of the Attorney General's Office.

Online students who reside out-of-state can find their state-specific information on the College's website.