

Student Complaint Resolution

The Code of Federal Regulation requires, in part, that institutions provide its “students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student’s complaint.” 34 CFR Part 668.43(b)

To comply with this regulation, Salisbury University (University) makes every effort to resolve student complaints internally, using policies and procedures primarily outlined on the University’s Policy Page, in

4.

Administrative

1. Accounts Receivable & Cashier's Office
 - <https://www.salisbury.edu/administration/administration-and-finance-offices/financial-services/accounts-receivable-cashiers-office/index.aspx>
2. Dining Services
 - <https://www.salisbury.edu/administration/administration-and-finance-offices/dining-services/index.aspx>
3. Facilities Management (Work Orders)
 - <https://www.salisbury.edu/administration/administration-and-finance-offices/information-technology/telecommunications-office/work-order-requests.aspx>
4. Information Technology: Help Desk and Technology Support
 - <https://www.salisbury.edu/administration/administration-and-finance-offices/information-technology/help-desk/>
5. Office of Financial Aid and Scholarships
 - <https://www.salisbury.edu/admissions/financial-aid/scholarship-policies.aspx>
6. Office of the Registrar
 - <https://www.salisbury.edu/administration/academic-affairs/registrar/index.aspx>
7. Parking Services
 - <https://www.salisbury.edu/administration/administration-and-finance-offices/financial-services/accounts-receivable-cashiers-office/parking-services/index.aspx>
8. Transportation Options
 - <https://www.salisbury.edu/administration/administration-and-finance-offices/physical-plant/motor-pool/transportation-options.aspx>

Campus Safety

1. Campus Police Department
 - <https://www.salisbury.edu/police/>
2. Clery Act Compliance
 - <https://www.salisbury.edu/police/clery-compliance/index.aspx>

Unresolved Complaints may also be filed with Middle States Commission on Higher Education, the