OPTIONS FOR FILING STUDENT COMPLAINTS EXTERNAL TO GEORGE MASON UNIVERSITY

Federal Regulation 34 CFR 668.43(b) requires that institutions make available to enrolled and prospective students certain information "for filing complaints with its accreditor and with its state approval or licensing entity." As these complaints are not filed with George Mason directly, they do not meet the University's definition of an official written student complaint.

1) *Filing Complaints with George Mason's Accreditor*

George Mason University is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award bachelor's, master's, and doctoral degrees. Questions about the accreditation of George Mason University may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, by calling (404) 679-4500, or by using information available on the SACSCOC website (www.sacscoc.org).

2) *Filing Complaints with the State Council of Higher Education for Virginia (SCHEV)*

If an issue cannot be resolved by the university's internal processes, a complaint may be brought to the State Council of Higher Education for Virginia (SCHEV). Per SCHEV's Student Complaints website:

"If a student has exhausted the avenues provided by the institution and the complaint has not been resolved internally, the student can submit a "Student Complaint Form" to SCHEV. Upon receiving a completed form, SCHEV will open an investigation if the matter being disputed falls within its authority. If preliminary findings indicate a violation of SCHEV regulations by the institution, SCHEV shall attempt to resolve the complaint through mediation. All parties will be notified in writing of the outcome of the investigation.

Please note that SCHEV has no authority or role regarding issues of employment law, claims of discrimination, or instances of suspected consumer fraud. Such complaints should be directed to the appropriate state or federal agency."

March 31, 2025