

# COMPLAINTS

For all internal complaints (i.e. student on student or student on employee) see the Little Big Horn College (LBHC) Student Handbook for instructions on submitting those complaints to the proper personnel. All internal complaints will be addressed according to LBHC policy.

For external complaints that cannot be resolved by LBHC administration, such as a complaint concerning Title IV Federal funding, Academic Program Accreditation, or Tribal related issues, please contact the following agencies.

## **Department of Education Student Complaint Links**

In compliance with the federal Department of Education regulations, follow these links for information regarding filing complaints.

### **This is the link for an Office of Civil Rights (OCR) Complaint**

<http://www2.ed.gov/about/offices/list/ocr/docs/howto.html>

The Office for Civil Rights (OCR) enforces five federal civil rights laws that prohibit discrimination on the basis of race, color, national origin, sex, disability and age in programs or activities that receive federal financial assistance from the Department of Education (ED).

Discrimination on the bases of race, color and national origin is prohibited by Title VI of the Civil Rights Act of 1964; sex discrimination is prohibited by Title IX of the Education Amendments of 1972; discrimination on the basis of disability is prohibited by Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990 (Title II prohibits discrimination on the basis of disability by public entities, whether or not they receive federal financial assistance); and age discrimination is prohibited by the Age Discrimination Act of 1975.

These civil rights laws extend to all state education agencies, elementary and secondary school systems, colleges and universities, vocational schools, proprietary schools, state vocational rehabilitation agencies, libraries and museums that receive federal financial assistance from ED. Programs or activities that receive ED funds must provide aids, benefits or services in a nondiscriminatory manner. Such aids, benefits or services may include, but are not limited to, admissions, recruitment, financial aid, academic programs, student treatment and services, counseling and guidance, discipline, classroom assignment, grading, vocational education, recreation, physical education, athletics, housing and employment.

OCR also enforces the Boy Scouts of America Equal Access Act, part of the Elementary and Secondary Education Act. Under this act, OCR can investigate complaints involving the denial of equal access or a fair opportunity to meet to, or discrimination against, any group officially affiliated with the Boy Scouts or affiliated with any other youth group listed in Title 36 of the United States Code, by a public elementary school, a public secondary school, or a state or local education agency that receives funds from ED.

**This is the link for the Federal Student Aid Ombudsman Group:**

<http://studentaid.ed.gov/repay-loans/disputes/prepare>

If you have completed the steps to resolve your loan dispute and you still are not satisfied, you may need to contact the Federal Student Aid (FSA) Ombudsman Group of the U.S. Department of Education (ED). The Ombudsman Group is a neutral, informal, and confidential resource to help resolve disputes about your federal student loans.

Contact the Ombudsman Group as a last resort. Make every effort to resolve your student loan problems before contacting the Ombudsman Group.

**This is the link for the Office of Inspector General (OIG):**

<http://www.oighotline.ed.gov/hotline/instruction.aspx>

To promote the efficiency, effectiveness, and integrity of the Department's programs and operations, we conduct independent and objective audits, investigations, inspections, and other activities. Anyone knowing of fraud, waste, or abuse of Department of Education funds should contact the OIG Hotline to make a confidential report.

**This is the link to the US Department of Education Principal Office Functional Statements:**

[http://www2.ed.gov/about/offices/list/om/fs\\_po/fsa/program.html](http://www2.ed.gov/about/offices/list/om/fs_po/fsa/program.html)

Phone: 202.377.3173

The Program Compliance office is responsible for administering a program of monitoring and oversight of the institutions (i.e., schools (domestic and foreign), guarantors, lenders, and servicers) participating in the Department of Education's Federal Student Aid programs. The office establishes and maintains systems and procedures to support the eligibility, certification, and oversight of program participants. The office administers the Secretary's authority to assess liabilities, fine, suspend, terminate or take other actions against schools and serves as the initial arbitrator of such actions against guaranty agencies, lenders, and servicers. To accomplish this mission, the Program Compliance office is divided into the following groups:

- School Eligibility Service Group
- Financial Institution Oversight Service Group
- Administrative Actions and Appeals Service Group
- Performance Improvement and Procedures Service Group
- Technical and Business Support Service Group

**School Eligibility Service Group**

The School Eligibility Service Group (SESG) is responsible for administering a program of eligibility, certification, management improvement services, and oversight of schools, and their servicers, participating in the Department of Education Federal Student Aid Programs. This compliance program, which also includes financial analysis and audit resolution, is administered in accordance with policies and procedures established by the Performance Improvement and Procedures Service Group and utilizing the automated systems and facilities developed and maintained by the Technical and Business Support Service Group.

To accomplish this mission, the School Eligibility Service Group is divided into the following School Participation Divisions (SPD) that specialize in the business processes necessary for managing accountability in campus administration of Federal Student Aid Programs. There are eight School

Participation Divisions – seven for domestic schools and one Division that focuses on foreign schools responsibilities.

- New York/Boston School Participation Division
- Philadelphia School Participation Division
- Atlanta School Participation Division
- Chicago/Denver School Participation Division
- Dallas School Participation Division
- Kansas City School Participation Division
- San Francisco/Seattle School Participation Division
- Foreign Schools Participation Division

Each of the Regional Divisions has responsibility for the oversight and management improvement services of specific schools assigned to them. These Divisions have the following common responsibilities:

- Examines, analyzes, and makes determinations on the initial and renewal eligibility applications submitted by schools for participation in the Federal Student Aid program.
- Processes and maintains records of schools' Program Participation Agreements and notices of eligibility to participate in the Federal Student Aid program.
- Monitors schools and their agents through on-site and off-site reviews and analysis of various reports to provide early warning of program compliance problems and takes appropriate actions.
- Performs financial analyses and monitors financial status.
- Requests letters of credit and heightened cash monitoring actions.
- Manages and monitors missing/late audits and financial submissions.
- Schedules and conducts compliance initiatives reviews, as needed.
- Performs audit resolution.
- Identifies closed, bankrupt, and troubled schools and notifies appropriate Department of Education offices.
- Works with state agencies and accrediting agencies on closed schools and other issues.
- Identifies requirements for tuition recovery programs and coordinates the fulfillment of these requirements.
- Evaluates and acts upon the findings, conclusions, and recommendations produced by other FSA units, e.g., negative cash.
- Determines liabilities and/or recommends administrative actions.
- Works closely with and/or refers matters to the Office of Inspector General and Administrative Actions and Appeals Service and other offices.

- Collaborates with Performance Improvement and Procedures Service on the development and/or revision of policies and procedures.
- Reviews and updates pertinent institutional databases.

**Northwest Commission on Colleges and Universities - <https://www.nwccu.org/wp-content/uploads/2017/05/Complaints-Regarding-Member-or-Candidate-Institutions-Policy.pdf>**

Individuals interested in bringing an appropriate complaint to the attention of the Commission should take some time to compile a complete submission as outlined below. There is no complaint form.

1. Write a cover letter directed to the Commission containing a brief narrative of the facts of the complaint.
2. Indicate in your complaint why you believe the issues raised in your complaint are accrediting issues. Please review the Commission's Criteria for Accreditation on the Commission's website prior to writing this section. The complaint must provide clear evidence of non-compliance with a specific eligibility requirement, standard for accreditation, or policy; and each eligibility requirement, standard for accreditation, or policy relied on by the complainant must be cited within the complaint and the evidence provided.
3. You should indicate how you believe the Commission can assist you with this matter. Remember that the Commission cannot assist you in understanding your tuition bill, arranging for a refund of tuition, obtaining a higher grade for a course, seeking reinstatement to an academic program, etc.
4. The complaint must provide substantially documented evidence beyond allegations or assertions such that the Commission can determine whether an institution is non-compliant with eligibility requirements, standards for accreditation, and policies. Therefore, attach documentation to support your narrative wherever possible. (For example, if you make reference in your complaint to an institutional policy, include a copy of the policy with your complaint.) Helpful documentation might include relevant portions of the catalog, letters or e-mail exchanged between you and the institution, learning agreements, etc.
5. You must demonstrate that you have initiated the institution's appropriate grievance procedures, the date of initiation, and, if the procedures have been completed, the date of completion and the results of the grievance procedures. Further, the complaint must disclose whether other external channels of resolution are being pursued, including legal action.
6. 10. Must state a summary of the complaint resolution the complainant is seeking.
7. Except in extraordinary circumstances, the Commission will not consider complaints if initiation of the institution's grievance procedures did not occur within one year of the events giving rise to the complaint and the complaint was not filed within one year of completion of the grievance procedures.
8. A few reminders—
  - Please type your complaint or print very neatly.
  - Please do not use abbreviations or nicknames (e.g., LBHC or MSU).
  - Sign and date the cover letter. The Commission does not consider anonymous complaints.
  - Include contact information for future correspondence, with a street address.
  - Read and include a statement that you have read the Commission's Policy on Complaints Regarding Member or Candidate Institutions.

- The complaint must be submitted by the complainant and not by a representative such as a parent, a student group, a friend, or an attorney.
9. Mail the letter and its attachments to the Commission's office at 8060 165th Avenue NE, Suite 100, Redmond, WA 98052. The Commission does not have an online complaint system and does not accept complaints via e-mail.

Please note that The Commission will not consider complaints that are not in writing and do not contain the elements noted here.

The Commission will acknowledge your complaint within 30 days of receiving it and let you know whether your complaint is complete and whether it raises issues that are related to accrediting requirements or whether it is an individual dispute outside the jurisdiction of the Commission's complaint policy.

**Crow Tribe of Indians – Crow Tribal Courts** - <https://www.crowtribalcourts.org/>

Anyone who wishes to file a complaint for tribal related issues may contact the Crow Tribal Courts at P.O. Box 489; 409 Makawasha Lane; Crow Agency, MT. 59022; Phone: 406-638-7400 or Fax: 406-638-7415; email: [info@crowtribalcourts.org](mailto:info@crowtribalcourts.org). Little Big Horn College is an independent agency of the Crow Tribe of Indians with an autonomous governing system. However, all actions must be in accordance with the Crow Tribal Constitution. Established by Article X of the Constitution, Crow Tribal Courts are part of the judiciary branch (Crow Judicial Branch) of Crow Nation Government. The Judicial Branch of the Crow Nation Government consists of a statutory Crow Tribal Court, which is a trial court of general tribal jurisdiction, a statutory Crow Juvenile Court, and a statutory Crow Appellate Court (also known as the Crow Court of Appeals). The Crow Tribal Courts have the authority to resolve disputes involving Tribal members and non-members in accordance with Crow Tribal laws, customs and traditions.

**Montana University System Board of Regents**

In accordance with 34 CFR 600.9 State Authorization, Little Big Horn College has been determined to be authorized by name to offer educational programs beyond secondary education by the Crow Tribe of Indians under:

“600.9 (a) (2) (ii) As defined in 25 U.S.C. 1802(2), an Indian tribe, provided that the institution is located on tribal lands and the tribal government has a process to review and appropriately act on complaints concerning an institution and enforces applicable tribal requirements or laws.”

Therefore, the Montana University System Board of Regents has no oversight authority for Little Big Horn College. Please see the information listed in the Crow Tribe of Indians section above for complaints within the state jurisdiction.