

## **State Complaint Process**

William Paterson University participates in federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. Participating institutions must be legally authorized to operate within the state in which it is located. 34 CFR § 668.43(b) requires that institutions “make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution’s accreditation and its State, Federal, or tribal approval or licensing. The institution must also 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.”

To comply with these regulations, William Paterson University provides the following information to our prospective and current students:

### **The Office of the Secretary of Higher Education**

PO Box 542 Trenton, NJ 08625-0542

Telephone: (609)292-4310

Website: <https://www.state.nj.us/highereducation/index.shtml> (see <https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>)

### **Middle States Commission on Higher Education**

3624 Market Street, 2nd Floor West Philadelphia, PA 19104

Telephone: (267) 284–5000

E-mail:

English: [info@msche.org](mailto:info@msche.org)

Spanish: [espanolinfo@msche.org](mailto:espanolinfo@msche.org)

Website: <https://www.msche.org/> (see <https://www.msche.org/complaints/>)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. Schools may disclose, without consent, "directory" information, as defined by the University, such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of Federal Education Rights and Privacy Act (FERPA).

### **Family Policy Compliance Office U.S. Department of Education**

400 Maryland Avenue, SW

Washington, DC 20202

Telephone: (800) 872-5327

Website: <https://www2.ed.gov/policy/gen/guid/fpco/index.html> (see <https://studentprivacy.ed.gov/file-a-complaint>)