



State Council of Higher Education for Virginia

State Council of Higher Education for Virginia (SCHEV) Private and Out-of-State Postsecondary Education (POPE)

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STUDENT COMPLAINT INFORMATION SHEET

The State Council of Higher Education for Virginia (SCHEV) has the authority, under 8 VAC 40-31-100 of the Virginia Administrative Code, to investigate all written and signed complaints against schools certified to operate in Virginia that may adversely affect students or consumers.

In order for SCHEV to open an investigation, the following must be true:

1. The student followed the school's published grievance policy in an attempt to resolve the dispute.
2. The student did not receive a satisfactory resolution and is contacting SCHEV as a last resort in the grievance process.
3. The student has submitted the complaint to SCHEV in writing using the "Student Complaint Form".
4. The student has signed the form attesting to the truth and accuracy of the complaint.
5. The student must submit evidence to support the allegation against the school. Please do not submit original documents as they may not be returned.
6. The student recognizes that SCHEV will not investigate anonymous complaints. By signing the form, the student acknowledges that SCHEV will share the information provided with the school in order to help resolve the dispute.

Upon receiving a student complaint, SCHEV opens an investigation if the matter being disputed falls within its jurisdiction. If preliminary findings indicate a violation by a school, SCHEV shall attempt to resolve the complaint. All parties will be notified of the outcome of the investigation.

If the school is NOT certified to operate in Virginia by SCHEV please direct your complaint to the school's governing body.

Please contact SCHEV at (804) 371-2285 if you have any questions about the complaint process.