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Complaint Policy for Illinois Board of Higher Education (IBHE)

Purpose: This policy outlines the procedure for filing complaints regarding institutions of higher education in Illinois, as governed by the Illinois Board of Higher Education (IBHE). This policy aims to ensure that all complaints are handled efficiently, transparently, and fairly.

Scope: This policy applies to all students, faculty, staff, and stakeholders who have grievances related to an institution's compliance with IBHE regulations, including issues related to academic integrity, discrimination, financial aid, and other institutional practices.

Filing a Complaint:

1. Gather Information:
    - Collect all relevant information and documentation regarding the complaint. This may include emails, letters, and other forms of communication.
2. Contact the Institution:
    - Before escalating your complaint to the IBHE, attempt to resolve the issue directly with the institution's appropriate office (e.g., Office of Student Affairs, Human Resources, Academic Affairs).
    - Keep a record of any communications and responses received during this process.
3. Timeframe:
    - Complaints should be filed within a reasonable time frame from when the issue occurred. It is advisable to file within 30 days.
4. Submit the Complaint to IBHE:
    - If the issue remains unresolved, or if you believe the institution has not adequately addressed your concerns, you may file a complaint with the IBHE.
    - Complaints can be submitted via:
        - Email : complaints@ibhe.org
        - Mail :
          Illinois Board of Higher Education

431 East Adams Street, 2nd Floor
Springfield, IL 62701

5. Required Information:
    - When submitting a complaint, please provide:
        - Your full name and contact information
        - Name of the institution involved
        - Detailed description of the complaint and pertinent facts
        - Steps already taken to resolve the issue directly with the institution
        - Any supporting documentation (if applicable)
6. Response from IBHE:
    - Upon receiving the complaint, IBHE will acknowledge receipt within five business days.
    - The IBHE will review the complaint and determine the appropriate course of action, which may include further investigation or outreach to the institution.
    - The complainant will be kept informed throughout the process, and a resolution will be communicated within 30 business days, if feasible.

Confidentiality: All complaints submitted to the IBHE will be treated with confidentiality. However, please note that some information may be shared with the involved institution for the purpose of investigation.

Non-Retaliation: Individuals submitting a complaint are protected from retaliation. The IBHE will take appropriate action against anyone who retaliates against a complainant involved in the process.

Review and Amendment: This policy will be reviewed annually and may be amended as necessary to ensure compliance with changes in laws and regulations.

Contact Information: For questions regarding this complaint policy, please contact:

- Office of Compliance and Regulatory Affairs
  Email: compliance@ibhe.org
  Phone: (217) 782-2551

This policy is intended to provide clarity and guidance on the complaint process related to institutions of higher education in Illinois and to uphold the quality of education and institutional accountability.