



## Institutional Record of Student Complaints

In accordance with 34 CFR 602.16(a)(1)(ix), the Commission must confirm that institutions have effective policies and procedures for tracking and resolving complaints.

*Institutions must provide the following documentation:*

1. Written description of the policy and methods used in handling student complaints.
2. Documentation regarding the record of student complaints over the last five years, including the number, patterns in type of complaints, and their resolution.
3. Written procedures for making modifications and improvements to the institution as a result of information obtained in handling student complaints.