

Complaint Procedure for Students Enrolled in 100-Percent Online Course at MCLA

The Massachusetts College of Liberal Arts values its students and is committed to resolving student complaints in a fair and efficient manner. MCLA is required to provide students enrolled in online learning with procedures and steps to file complaints.

A complaint is defined here as an academic concern related to an online course in which the student is currently enrolled, including concerns about the learning experience, course policies, and related academic matters. Complaints about online courses should be submitted no more than 14 calendar days after completion of the online course.

Policies, procedures, and resources for resolving nondiscrimination or Title IX complaints are available here: <https://www.mcla.edu/administration/title-ix/procedures.php>

1. A student wishing to submit a complaint about an academic matter in an online course should communicate first with the faculty member providing instruction for the course in an attempt to resolve the complaint directly.
2. If speaking with the instructor does not result in a resolution, the student should complete and submit MCLA's [online course complaint form](#). After submitting the form, the Office of Graduate & Continuing Education will review the complaint and provide a response, when possible, within ten (10) days.
3. If the student is dissatisfied with the outcome of the complaint process, the student may appeal in one of the following two ways:
 - Any student who is a resident of Massachusetts, or in a non-SARA state or territory (e.g. California, Guam, etc), may file a complaint using the Massachusetts Department of Higher Education consumer complaint form at <https://www.mass.edu/forstufam/complaints/complaintform.asp>.
 - Any student residing in a SARA member state other than Massachusetts may file a complaint using the Massachusetts Department of Higher Education SARA student complaint form at <https://www.mass.edu/foradmin/sara/complaints.asp>.

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