

Licensure and Accreditation Information and Complaint Process

The United States Department of Education, pursuant to 34 CFR § 668.43(b), requires institutions of higher education authorized under Title IV of the Higher Education Act to make available for review to any enrolled or prospective student, upon request, a copy of the documents describing the institution's licensure and accreditation. 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. Roger Williams University and Roger Williams University School of Law (collectively, "University") provide the following information in accordance with the above requirements:

State Licensure and Accreditation Information

The University was originally chartered in 1956 and is licensed by the State of Rhode Island as an institution of higher education.

The University is accredited by the New England Commission of Higher Education ("NECHE") and has been since 1972. In addition, Roger Williams University School of Law is accredited by the American Bar Association ("ABA"). Other University schools and programs hold various other accreditations, a comprehensive list of which is available at <https://www.rwu.edu/academics/accreditations>.

Copies of the documents describing the University's licensure and accreditation may be obtained by contacting the University's Office of General Counsel, One Old Ferry Road, Bristol, RI 02809.

Complaint Process

Recommended Content of Complaints

A complaint should contain the complainant's contact information, including name, address, telephone number, and email address and specify whether the complainant is a prospective, current, or former student. Complaints should contain as much detail as

possible, including the names of individuals involved, dates, supporting documentation, and requested remedy.

Internal Complaint Process

The University recommends that students and prospective students first file complaints internally before resolution is sought from the University's state licensing entity or accreditor. Internal complaints may be filed with the University administrators referenced below. Complainants who are unsure where to file internal complaints may contact Brian Williams, Chief of Staff, or the Office of General Counsel, One Old Ferry Road, Bristol, RI 02809.

Prospective Student Complaints

Roger Williams University prospective students may report all complaints to the Vice President for Enrollment Management, One Old Ferry Road, Bristol, RI 02809.

Roger Williams University School of Law prospective students may report all complaints to the Associate Dean of Academic Affairs of the School of Law, 10 Metacom Avenue, Bristol, RI 02809.

Roger Williams University Student Complaints

Roger Williams University students may report complaints to the applicable vice president, dean, or department head having jurisdiction over the matter. For example, academic matters may be reported to the dean of the applicable school and student matters may be reported to the Dean of Students. Contact information for vice presidents, deans, and department heads is located on Roger Williams University's website <http://www.rwu.edu>.

Roger Williams University School of Law Student Complaints

Roger Williams University School of Law students may report complaints to the applicable dean or department head having jurisdiction over the matter. For example, academic matters may be reported to the Associate Dean for Academic Affairs of the School of Law. Contact information for deans and department heads is located on the School of Law's website <http://www.law.rwu.edu>.

External Complaint Process

If a complaint is not resolved satisfactorily internally or if the internal complaint process is not utilized, a student or prospective student may file a complaint with the University's state licensing entity and/or accreditor.

State of Rhode Island Complaint Process

The Rhode Island Department of Attorney General has established the following complaint process related to receiving and resolving complaints for all institutions that

are legally authorized to provide post-secondary higher education in Rhode Island that are not subject to regulation by the Rhode Island Department of Education or other state agency:

Violations of state consumer protection laws (e.g., laws related to fraud or false advertising) will be referred to the Consumer Protection Unit within the Department of Attorney General and shall be reviewed and handled by that Unit.

Violations of state laws or rules related to approval to operate or licensure of postsecondary institutions will be referred to the appropriate Division within the Department of Attorney General and shall be reviewed and handled by that Division.

Complaints relating to quality of education or accreditation requirements shall be referred either to NECHE, the entity with primary responsibility for accreditation of Rhode Island institutions of higher education, or a specialized accreditor with oversight of particular programs.

Contact information:

Rhode Island Department of Attorney General

150 South Main Street

Providence, RI 02903

Telephone: (401) 274-4400

Web: <http://www.riag.ri.gov>

Accreditor Complaint Process

NECHE responds to complaints regarding allegations of institutional conditions that raise significant questions about the institutions' compliance with the NECHE Standards for Accreditation. NECHE's Policy and Procedures for the Consideration of Complaints against Affiliated Institutions is available at <https://www.neche.org/for-the-public/comments-complaints/>.

Contact information:

New England Commission of Higher Education

3 Burlington Woods Drive, Suite 100

Burlington, MA 01803-4514

Telephone: (781) 425-7785

Facsimile: (781) 425-1001

Web: [New England Commission of Higher Education \(neche.org\)](http://www.neche.org)

The ABA has designed a complaint process to bring to the attention of the ABA any facts and allegations that may indicate that an approved law school is operating its programs of legal education out of compliance with the ABA Standards for the Approval of Law Schools. Information on how to file a complaint is available at https://www.americanbar.org/groups/legal_education/accreditation/complaint_procedures/

Contact information:

Office of the Consultant on Legal Education

American Bar Association

321 N. Clark Street, 21st Floor

Chicago, IL 60654

Telephone: (800) 285-2221

Web: <http://www.americanbar.org>

Online Learning Complaint Information for Students and Prospective Students Residing Outside of Rhode Island

Students and prospective students that reside outside of Rhode Island and are enrolled in or have contacted the University requesting information concerning admission to the University's Online Learning Program may also file complaints with their state approval or licensing entity and any other relevant state official or agency that would appropriately handle a student's complaint. Please see chart below for contact information for out-of-state.

COMPLAINT RESOLUTION CONTACTS FOR OUT-OF-STATE		
STATE	AGENCY	CONTACT INFORMATION
Alabama	Alabama Department of Postsecondary Education	P.O. Box 302000 Montgomery, AL 36130-2000 Telephone: 334-242-1998 Fax: 334-242-0268 Complaint Process

Alaska	Alaska Commission on Postsecondary Education	<p>Kierke Kussart Program Coordinator for Institutional Authorization 907-465-6741</p> <p>EED.ACPE-IA@alaska.gov</p> <p>P.O. Box 110505 Juneau, AK 99811-0505</p> <p>Complaint Process</p>
Arizona	Arizona State Board for Private Postsecondary Education	<p>1400 W. Washington St. Phoenix, AZ 85007</p> <p>Complaint Form</p>
Arkansas	Arkansas Department of Higher Education	<p>423 Main St., Suite 400 Little Rock, AR 72201 JACAC@adhe.edu www.adhe.edu</p> <p>Complaint Form</p>
California	Bureau for Private Postsecondary Education	<p>P.O. Box 980818 W. Sacramento, CA 95798-0818 bppe@dca.ca.gov</p> <p>Complaint Form</p>
Colorado	Colorado Department of Higher Education	<p>1560 Broadway, Suite 1600 Denver, CO 80202</p> <p>Complaint Process</p>
Connecticut	Office of Higher Education	<p>61 Woodland Street Hartford, CT 06105-2326 Telephone: 860-947-1822</p> <p>Complaint Process</p>
Delaware	Delaware Department of Education	<p>Delaware Higher Education Office Teacher and Administrator Quality John W. Collette Resource Center 35 Commerce Way Dover, DE 19904 Telephone: 302-857-3388</p> <p>Complaint Process</p>
District of Columbia	District of Columbia Education Licensure Commission	<p>810 First Street, NE 9th Floor Washington, DC 20002</p> <p>Complaint Process</p>

Florida	Florida Department of Education	Commission for Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399-0400 Fax: 850-245-3238 cieinfo@fldoe.org Complaint Process
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Georgia	Nonpublic Postsecondary Education Commission	2082 East Exchange Place, Suite 220 Tucker, GA 30084-5305 Telephone: 770-414-3300 Fax: 770-414-3309 Complaint Process
Hawaii	Hawaii Post-secondary Education Authorization Program	P.O. Box 541 Honolulu, HI 96809 Complaint Form
Idaho	Idaho Board of Education	650 West State Street P.O. Box 83720 Boise, ID 83720-0037 Telephone: 208-334-2270 Fax: 208-334-2632 Complaint Process
Illinois	Illinois Board of Higher Education	1 N Old State Capitol Plaza, Suite 333 Springfield, IL 62701-1377 Institutional Complaint Hotline: 217-782-2551 Complaint Process
Indiana	Indiana Board for Proprietary Education	Board for Proprietary Education Indiana Commission for Higher Education 101 W. Ohio St., Suite 300 Indianapolis, IN 46204-4206 Telephone: 317-464-4400 Complaint Process
Iowa	Iowa College Student Aid Commission	430 East Grand Ave. 5 th Floor Des Moines, IA 50309-1920 Telephone: 515-725-3400 Complaint Process
Kansas	Kansas Board of Regents	1000 SW Jackson Street, Suite 520 Topeka, KS 66612-1368 Telephone: 785-296-3421 Complaint Process

Kentucky	Kentucky Council on Postsecondary Education	Director of Postsecondary Licensing Council on Postsecondary Education 1024 Capitol Center Dr. Suite 320 Frankfort, KY 40601 Complaint Process
Louisiana	Louisiana Board of Regents Consumer Protection Division Office of the Attorney General	Consumer Protection Division Office of the Attorney General P.O. Box 94005 Baton Rouge, LA 70804-9005 Telephone: 1-800-351-4889 Complaint Process

Maine	State of Maine Department of Education	23 State House Station Augusta, Maine, 04333-0023 Complaint Form
Maryland	Maryland Higher Education Commission	Office of the Attorney General, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202 Complaint Process
Massachusetts	Massachusetts Board of Higher Education	One Ashburton Place Room 1401 Boston, MA 02108 Complaint Process
Michigan	State of Michigan	Department of Licensing & Regulatory Affairs Corporations, Securities & Commercial Licensing Bureau Administrative Services Section-Complaint Intake P.O. Box 30018 Lansing, MI 48909 Complaint Process
Minnesota	Registration & Licensing Minnesota Office of Higher Education	1450 Energy Park Drive, Suite 350 St. Paul, MN 55108 Telephone: 1-800-657-3866 Complaint Process
Mississippi	Mississippi Commission on College Accreditation	3825 Ridgewood Road Jackson, MS 39211-6453 Telephone: 601-432-6372 Fax: 601-432-6225 Complaint Process

Missouri	Missouri Department of Higher Education	205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102-1469 Telephone: 1-800-473-6757 Fax: 573-751-6635 Complaint Process
Montana	Montana University System Office of the Commissioner of Higher Education	2500 Broadway P.O. Box 203201 Helena, MT 59620-3201 Telephone: 406-444-6570 Complaint Process
Nebraska	Nebraska Coordinating Commission for Postsecondary Education	P.O. Box 95005 Lincoln, NE 68509-5005 Telephone: 402-471-2847 Complaint Process

Nevada	Nevada Commission on Postsecondary Education	8778 South Maryland Parkway, Suite 115 Las Vegas, NV 89123 Complaint Process
New Hampshire	New Hampshire Department of Education, Division of Higher Education, Higher Education	101 Pleasant Street Concord, NH 03301 Telephone: 603-271-3494 Complaint Form
New Jersey	New Jersey Secretary of Higher Education	20 West State Street, 4th Floor P.O. Box 542 Trenton, NJ 08625-0542 Telephone: 609-292-7225 Complaint Process
New Mexico	New Mexico Higher Education Department	2044 Galisteo St., Suite 4 Santa Fe, NM 87505 Telephone: 505-476-8400 Complaint Form
New York	Office of College and University Evaluation New York State Education Department	89 Washington Ave., Room 969 EBA Albany, NY 12234 Telephone: 518-474-1551 Fax: 518-486-2779 Complaint Process

North Carolina	North Carolina Post-Secondary Education Complaints	North Carolina Post-Secondary Education Complaints c/o Student Complaints University of North Carolina General Administration 910 Raleigh Road Chapel Hill, North Carolina 27515-2688 Phone: (919) 962-4550 Email: studentcomplaints@northcarolina.edu Complaint Process
North Dakota	Director of Cyberlearning & State Authorization	600 East Capital Ave. Bismarck, ND 58501-1217 Telephone: 701-328-2678 Complaint Process
Ohio	Ohio Department of Higher Education	25 South Front Street Columbus, OH 43215 Telephone: 614-466-6000 Complaint Process
Oklahoma	Oklahoma State Regents for Higher Education	655 Research Parkway, Suite 200 Oklahoma City, OK 73104 Telephone: 405-225-9100 Complaint Process

Oregon	Higher Education Coordinating Commission	ATTN: Complaints-ODA 775 Court St. NE Salem, OR 97301 Telephone: 503-947-5716 Complaint Process
Pennsylvania	Bureau of Postsecondary & Adult Education Pennsylvania Department of Education	333 Market Street, 12th Floor Harrisburg, PA 17126-0333 Complaint Form
Puerto Rico	Puerto Rico Council on Higher Education	P.O. Box 19900 San Juan, PR 00910-1900 Telephone: 787-641-7100 Fax: 787-641-2573 Complaint Form
South Carolina	South Carolina Commission on Higher Education Academic Affairs & Licensing	1122 Lady St., Suite 300 Columbia, SC 29201 Telephone: 803-737-2260 Fax: 803-737-2297 Complaint Form

South Dakota	South Dakota Board of Regents	306 E. Capitol Ave., Suite 200 Pierre, SD 57501 Complaint Form
Tennessee	Tennessee Higher Education Commission	Division of Postsecondary State Authorization 404 James Robertson Parkway, Suite 1900 Nashville, TN 37243 Telephone: 615-741-3605 Complaint Process
Texas	Texas Higher Education Coordinating Board	College Readiness & Success Division P.O. Box 12788 Austin, TX 78711-2788 Telephone: 512-427-6101 Complaint Form
Utah	Utah Division of Consumer Protection	Utah Division of Consumer Protection 160 East 300 South Salt Lake City, UT 84111 801-530-6601 Complaint Process
Vermont	Vermont Department of Education	120 State Street Montpelier, VT 05620-2501 Telephone: 802-828-3135 Complaint Process
Virginia	Virginia State Council of Higher Education	101 N. 14th St., 10th Floor James Monroe Bldg. Richmond, VA 23219 Telephone: 804-225-2600 Complaint Process
Washington	Washington Workforce Training and Education Coordinating Board	Washington Workforce Training and Education Coordinating Board 128 10th Ave. SW P.O. Box 43105 Olympia, WA 98504-3105 360-709-4600 Complaint Process
West Virginia	West Virginia Higher Education Policy Commission Community & Technical College System of West Virginia	1018 Kanawha Blvd. East, Suite 700 Charleston, WV 25301 Telephone: 304-558-4016 Complaint Process

Wisconsin	Wisconsin Educational Approval Board	Department of Safety and Professional Services 1400 E. Washington Ave. Room 112 Madison, WI 53703 608-266-2122 dsps@wisconsin.gov Complaint Process
Wyoming	Wyoming Department of Education	122 W. 25th St., Suite E200 Cheyenne, WY 82002 Telephone: 307-777-7675 Complaint Process