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## **POLICY STATEMENT**

The University of Valley Forge recognizes the importance of providing an opportunity for filing complaints or grievances against the university. We view these as opportunities to clarify and explain our policies, procedures or actions. We also consider these opportunities to reflect and modify our practices as necessary. We encourage all parties to file their initial complaints with the appropriate departments on campus. However, individuals have the right to go directly to one or more of the agencies listed below to initiate a complaint or grievance or if the issue is unresolved through on-campus channels.

Students taking classes at the main campus or living in Pennsylvania: [PA Student Complaints](#)

Students enrolled in an online program or living in another state:

Please contact the state where you reside. [Student Complaint Resolution by State](#)

US Department of Education (FERPA or PPRA complaints or grievances)

Parents and eligible students who need assistance or who wish to file a complaint under Family Educational Right and Privacy Act (FERPA or Protection of Pupil Rights Amendment (PPRA) should do so in writing to the Family Policy Compliance Office, sending information through the mail, concerning any allegations to the following address:

Family Policy Compliance Office

U.S. Department of Education

400 Maryland Avenue, SW

Washington, D.C. 20202-5920

Phone: 1-800-USA-LEARN (1-800-872-5327)