Student Consumer Complaint Process

Since July 1, 2011, the U.S. Department of Education regulations to improve the integrity of programs authorized under Title IV of the Higher Education Act (HEA), as amended (the “Program Integrity Rule”) have been in place.

The Program Integrity Rule requires, among other things, that each college or university authorized to offer post-secondary education in one or more states ensure access to a complaint process that will permit student consumers to address the following:

1. Alleged violations of state consumer protection laws that include but are not limited to fraud and false advertising;
2. Alleged violations of state law or rules relating to the licensure of post-secondary institutions; and
3. Complaints relating to the quality of education or other State or accreditation requirements.

Gonzaga University, as an institution authorized to provide post-secondary education in the State of Washington, is committed to full compliance with the Program Integrity Rule.

The university encourages students to work through internal university processes for resolution of complaints. If a student believes that the university’s procedures have not adequately addressed concerns identified under the Program Integrity Rule, the following links and contact information is provided. The Washington Student Achievement Council (WSAC) has authority to investigate student complaints against specific schools. WSAC may not be able to investigate every student complaint. Visit https://www.wsac.wa.gov/student-complaints for information regarding the WSAC complaint process.