

Student Complaint Process Information

The University of Massachusetts Amherst provides prospective and enrolled students and members of the university community information for filing complaints with the university, its accrediting agency, and with the Commonwealth of Massachusetts Department of Higher Education.

University of Massachusetts Amherst

- **Discrimination:**
<https://www.umass.edu/equalopportunity/report>
This email can be used for reporting any concerns relating to harassment or discrimination including: sexual or gender harassment including sexual assault, sexual violence, relationship violence, stalking, and domestic violence; Title IX violations; or retaliation, pursuant to the University's Policy Against Discrimination, Harassment, and Related Interpersonal Violence; and Title IX obligations. This email can also be used to report civil rights concerns as defined in the same policy.
- **Disability Services Complaint Resolution information:**
<http://www.umass.edu/disability/policies-and-laws/complaint-resolution>
- **Code of Student Conduct Complaints:**
http://www.umass.edu/dean_students/report-incident
- **Academic Grievance Procedures:**
<https://www.umass.edu/honesty/academic-grievances>
- **Report an Incident:**
http://www.umass.edu/dean_students/report-incident
Any individual member of the university community may report an incident when an alleged violation of the Code of Conduct has occurred.

Accrediting Agency

The University of Massachusetts Amherst is accredited by the [New England Commission of Higher Education \(NECHE\)](https://www.neche.org/). Students, faculty, staff, and members of the public may submit comments and complaints about any member institution at the following website:
<https://www.neche.org/for-the-public/comments-complaints/>

Commonwealth of Massachusetts Department of Higher Education

The Commonwealth of Massachusetts Department of Higher Education attempts to provide an avenue for the informal resolution of student complaints and concerns regarding institutions of higher education:
<https://www.mass.edu/forstufam/complaints/complaints.asp>