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.

The University of Massachusetts Amherst

• Discrimination: umass.edu/eod/grievance.html
  Resolution of all types of unlawful discrimination and discriminatory harassment complaints, including disability discrimination, fall within the purview of the Office of Equal Opportunity and Diversity. The University is committed in policy, principle and practice to maintain an environment that is divest of illegal discriminatory behavior. This commitment encompasses any employee, student, applicant for student status or employment, or other participant in programs or activities of the University who believes she/he has been unlawfully discriminated against or harassed.

• Disability Services Complaint Resolution information: umass.edu/disability/policies-and-laws/complaint-resolution

• Code of Student Conduct Complaints and Academic Grievance Procedures: umass.edu/dean_students/conduct

• Report an Incident: umass.edu/dean_students/report-incident
  Any member of the University community may register a complaint when an alleged violation of the Code of Student Conduct or Residential Live Community Standards has occurred.

Accrediting Agency: cihe.neasc.org/standards-policies/policies-procedures
  New England Association of Schools and Colleges (NEASC) link provides information for students to address public comments, complaints against affiliated institutions and complaints against the Commission.

Commonwealth of Massachusetts: mass.edu/forstufam/complaints/complaints.asp
  The Massachusetts Department of Higher Education provides an avenue for the informal resolution of student complaints and concerns regarding institutions of higher education in Massachusetts.