

Use this form if your complaint concerns a Dickinson College distance-education program and you were physically located outside Pennsylvania when the issue occurred.

Do not use this form for grade appeals, student-conduct appeals, emergencies, or matters arising only from Dickinson's residential undergraduate program. If another College process is more appropriate, Dickinson may refer your submission to that process.

1. YOUR INFORMATION

Full name

Dickinson ID (if applicable)

Dickinson email

Phone

Current state/territory of residence

Current mailing address

2. PROGRAM AND LOCATION

Distance-education program

Term / dates enrolled

Course(s), if applicable

Instructor / office involved

State or territory where you were physically located when the issue occurred

Approximate date(s) of the issue

DICKINSON COLLEGE

DISTANCE EDUCATION STUDENT COMPLAINT FORM

3. TYPE OF COMPLAINT - CHECK ALL THAT APPLY

- | | |
|--|--|
| ☐ Recruitment, marketing, or admissions | ☐ Tuition, fees, billing, refund, or financial aid |
| ☐ Accreditation or transfer of credit | ☐ Professional licensure or certification information |
| ☐ Delivery or availability of instruction | ☐ Student services or technology access |
| ☐ Third-party provider acting for Dickinson | ☐ Program interruption, cancellation, or teach-out |
| ☐ Other alleged SARA policy violation | ☐ Other |

If other, briefly identify

4. DESCRIBE THE COMPLAINT

Explain what happened. Include relevant dates, people, communications, representations, and actions or omissions. You may attach additional documents.

5. PRIOR EFFORTS TO RESOLVE THE MATTER

- | | |
|---|-----------------------------|
| ☐ Yes, I previously raised this issue with Dickinson | ☐ No |
|---|-----------------------------|

Person or office contacted

Date

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Response or outcome

DICKINSON COLLEGE

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6. REQUESTED RESOLUTION

What would you like Dickinson College to do to resolve the complaint?

7. SUPPORTING DOCUMENTS

- | | |
|--|--|
| ☐ Emails or correspondence | ☐ Course, program, or marketing materials |
| ☐ Billing, refund, or financial-aid records | ☐ Prior complaint response or decision |
| ☐ Other supporting documents | |

8. CERTIFICATION AND SIGNATURE

I certify that the information provided is true and complete to the best of my knowledge. I understand that Dickinson may contact me for more information and may share information with persons who need it to review, resolve, or report the complaint, subject to applicable law. Submission does not guarantee a particular outcome or extend a deadline under another policy or law.

Typed name / electronic signature

Date

SUBMIT THE FORM

Email the completed form and supporting documents to: legal@dickinson.edu

Or mail to: Office of General Counsel, Dickinson College, P.O. Box 1773, Carlisle, PA 17013-2896

What happens next

Dickinson will acknowledge the complaint, may request additional information, and will provide a written response or disposition after review. An eligible SARA complaint generally must first be submitted to the College. After the College process is complete, an eligible complaint may be appealed to the appropriate SARA State Portal Entity. Grade and student-conduct appeals are not eligible for SARA review.