

Notification of Complaint Process for Program Integrity

Grievance Procedure

NOTE: This procedure is different from the university's [Appealing Academic and Administrative Decisions Policy \(03-30-00\)](#)

If you are taking any DSU courses, and you have a complaint about your experience with DSU, you can follow DSU's process for student grievance. You may also contact the [Higher Learning Commission](#), which is DSU's regional accrediting agency.

Any person may file a complaint with the Executive Director of the South Dakota Board of Regents to obtain a review and appropriate action on allegations that an institution governed by the Board:

- Violated SD consumer protection laws
- Engaged in fraud or false advertising
- Violated SD laws relating to the licensure of postsecondary institutions or programs
- Failed to provide an educational program meeting contemporary standard for content and rigor
- Failed to assign qualified instructors
- Violated one or more accreditation requirements

Additionally, students majoring in Teacher Education, Business Administration, Respiratory Care, and Health Information Management as well as Veterans may also contact their respective accrediting agencies.

Department	Agency	URL
Teacher Education	Council for the Accreditation of Educator Preparation	caepnet.org
Teacher Education	Division of Education of the South Dakota Department of Education and Cultural Affairs	doe.sd.gov
Business Administration	Accreditation Council for Business Schools and Programs (ACBSP)	acbsp.org
Respiratory Care	Commission on Accreditation for Respiratory Care (CoARC)	coarc.com
Health Information Management	Commission on Accreditation for Health Informatic Management Education; American Health Information Management Association	cahiim.org
Veterans	Service members Opportunity College	soc.aascu.or

Where the institution has not already considered and acted upon the complaint, the Executive Director will refer the matter to the institutional president for review and action. If the complainant challenges an institutional disposition of the complaint, the Executive Director will provide for an independent review and disposition of the allegations.

The Executive Director may be contacted at:

South Dakota Board of Regents Office of the Executive Director
306 East Capitol Avenue, Suite 200
Pierre, South Dakota 57501-2545
Phone (605) 773-3455 <mailto:info@sdbor.edu>

Allegations involving violation of consumer protection laws may also be filed with:

Office of Attorney General Division of Consumer Protection
1302 E Hwy 14 Ste 3
Pierre, SD 57501
Phone (605) 773-4400
1-800-300-1986 (in-state only)
Fax (605) 773-7163 CONSUMERHELP@STATE.SD.US [ONLINE COMPLAINT FORM](#)

Complaint Resolution

Pursuant to the United States Department of Education's Program Integrity Rule, DSU is required to provide all prospective and current students with the contact information of the state agency or agencies that handle complaints against postsecondary education institutions offering distance learning or correspondence education within that state.

Students residing in other states while enrolled in a course offered by Dakota State University are encouraged to utilize the institution's internal complaint or review policies and procedures prior to filing a complaint with the state agency or agencies. However, if the complaint is not resolved through these processes, a student may use the following list to identify the office(s) in the state in which the student resides to which the complaint against any public institution in South Dakota may be filed.

State Agencies and Forms		
Alabama	Louisiana	North Dakota
Alaska	Maine	Ohio
Arizona	Maryland	Oklahoma
California	Massachusetts	Oregon
Colorado	Michigan	Pennsylvania
Connecticut	Minnesota	Rhode Island
Delaware	Mississippi	South Carolina
District of Columbia	Missouri	South Dakota
Florida	Montana	Tennessee
Georgia	Nebraska	Utah
Hawaii	Nevada	Vermont
Idaho	New Hampshire	Virginia
Illinois	New Jersey	Washington
Indiana	New Mexico	West Virginia
Iowa	New York	Wisconsin
Kansas	North Carolina	Wyoming
Kentucky		

You can contact the Office of Online Education for more information at 605-256-5049