

## Complaint Resolution

Indian Hills Community College (IHCC) desires to resolve student grievances, complaints, and concerns in an expeditious, fair, and amicable manner. Students who reside within or outside of the State of Iowa, while attending IHCC, who desire to resolve a grievance, should follow the college's Grievance and Appeals Procedures, as described in the Student Services section of the Indian Hills Community College Catalog ([www.indianhills.edu/catalog](http://www.indianhills.edu/catalog)). However, if an issue cannot be resolved internally, a student may file a complaint as described below.

In compliance with the language passed in the Higher Education Opportunities Act of 2008, the U.S. Department of Education (USDOE) conducted a Negotiated Rule Making Process in 2010. Institutions offering distance education must provide enrolled and prospective students with contact information for filing complaints with its accrediting agency and with the appropriate state agency for handling complaints in the student's state. Below is information on Indian Hills Community College's regional accreditation agency, followed by a state-by-state list of the agencies in each state responsible for complaints regarding out-of-state distance education programs.

Indian Hills Community College (IHCC) is regionally accredited by the [Higher Learning Commission](#) of the [North Central Association \(NCA\)](#). IHCC is also accredited by the [Iowa Department of Education](#). For more information about our various forms of accreditation, including those related to specific IHCC programs, please see: [www.indianhills.edu/accreditation](http://www.indianhills.edu/accreditation). Information regarding the complaint process of the Higher Learning Commission can be found on their [website](#).

### [Iowa Complaint Resolution](#)

## Complaint Resolution Contacts by State

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