

Complaint Resolution – Students Residing Outside PA

Lancaster Bible College recognizes the importance of providing an opportunity for filing complaints or grievances against the college. We view these as opportunities to clarify and explain our policies, procedures, or actions. We also consider these opportunities to reflect and modify our practices as necessary. We encourage all parties to file their initial complaints with the appropriate departments on campus as noted below.

Students: If you are current on-campus student at one of LBC's Pennsylvania campuses, please see the policies [here](#).

Students outside PA: If you are a current student at one of LBC's campuses outside Pennsylvania or an online student residing outside Pennsylvania, please contact Student Services at studentservices@lbc.edu. Students will not be subject to any unfair action or treatment as a result of initiating a complaint or grievance. Students also have the right to go directly to one of the external accountability agencies listed below.

Employees outside of PA: See the current Employee Handbook for various policies and procedures or contact Human Resources at humanresources@lbc.edu. Employees will not be subject to any unfair action or treatment as a result of initiating a complaint or grievance. Employees also have the right to go directly to one of the agencies listed below.

Prospective students, parents, and others: We encourage initial complaints or grievances to be filed with Human Resources at humanresources@lbc.edu. Human Resources has policies, procedures, and forms in place for specific complaints and grievances which can be viewed [here](#). Individuals also have the right to go directly to one of the external accountability agencies listed below.

External Accountability Agencies

Individuals have the right to go directly to one or more of the agencies listed below to initiate a complaint or grievance or if the issue is unresolved through on-campus channels.

- [Middle States Association of Colleges and Universities](#)
- [Association for Biblical Higher Education](#)
- [Pennsylvania Department of Education](#)
- US Department of Education (FERPA or PPRA complaints or grievances)

Parents and eligible students who need assistance or who wish to file a complaint under Family Educational Rights and Privacy Act (FERPA) or Protection of Pupil Rights Amendment (PPRA) should do so in writing to the Family Policy Compliance Office, sending pertinent information through the mail, concerning any allegations to the following address:

Family Policy Compliance Office
U.S. Department of Education

400 Maryland Avenue, SW
Washington, D.C. 20202-5920
Phone: 1-800-USA-LEARN (1-800-872-5327)

- **State Agencies**

Click [here](#) for a state-by-state list of agencies to which student complaints may be directed. Use the link for your home state should you have a complaint about LBC's online education programs.

More information

[WCET summary of requirements](#)

The Western Cooperative for Educational Technologies (WCET) maintains a site which explains the issues involved with state authorizations of online education.