

## Complaint Process

United States Department of Education Regulation 34 CFR § 668.43(b) requires institutions of higher education authorized under Title IV of the Higher Education Act to make available to enrolled or prospective students upon request documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint.

Mount St. Mary's University has listed multiple alternatives for individuals who wish to submit complaints regarding the educational program at Mount St. Mary's University. The Mount expects that any student complaint will be filed in accordance with any procedures currently in place at the institution before resolution is sought from a state agency or the University's accreditation body. In the absence of a procedure, the complaint should be filed with the Office of the President.

### **Recommended Content of Complaint**

In order to facilitate an effective response, initial complaints should include the complainant's full name, address, and contact information, including email and telephone number. Complaints should specify enrollment status, i.e. whether the complainant is a current, former or prospective student. The description of the complaint should include dates and university officials that were involved or have been contacted. Any supporting documentation, such as emails or other correspondence, should be included in order to help others understand the events leading to the complaint. Last, the complainant should state what, if any, remedy is sought.

### **Internal Process Complaint Contacts**

#### *Where to File your Complaint*

For Complaints Regarding the Financial Aid Program:

Vice President for Enrollment Management, Marketing & Communications  
Mr. Jack Chielli  
Mount St. Mary's University  
16300 Old Emmitsburg Road  
Emmitsburg, MD 21727  
(301) 447-5366  
j.j.chielli@msmary.edu

For Complaints Regarding Graduate, Adult Undergraduate or Non-Degree Academics

Associate Provost for Graduate, Continuing and Professional Studies  
Dr. Jennifer Staiger  
Mount St. Mary's University  
5350 Spectrum Drive  
Frederick, MD 21703  
(301) 447-8387  
staiger@msmary.edu

For Complaints Regarding Undergraduate Academics

Associate Provost  
Dr. David McCarthy  
Mount St. Mary's University  
16300 Old Emmitsburg Road  
Emmitsburg, MD 21727  
(301) 447-5333  
dmccarth@msmary.edu

For Complaints Regarding Title IX of the Educational Amendments of 1972, which prohibits discrimination, including harassment by educational institutions on the basis of sex should be directed to:

Vice President for University Affairs & Title IX Coordinator  
Pauline A. Engelstatter  
Mount St. Mary's University  
16300 Old Emmitsburg Road  
Emmitsburg, MD 21727  
(301) 447-5086  
engelsta@msmary.edu

For Complaints Concerning Section 504 of the Rehabilitation Act of 1973, which deals with nondiscrimination on the basis of disability, as well as any accommodation requests or complaints under the Americans with Disabilities Act (ADA), and Title II of the Genetic Information Nondiscrimination Act of 2008 (GNA), should be directed to:

Director of Human Resources  
Kristin M. Hurley  
Mount St. Mary's University  
16300 Old Emmitsburg Road  
Emmitsburg, MD 21727  
(301) 447-5372  
k.hurley@msmary.edu

## State Licensing Complaints

Maryland Higher Education Commission  
6 N Liberty Street  
Baltimore, MD 21201  
<https://mhec.state.md.us/>

## Accreditation Complaints

Mount St. Mary's University is accredited by:

Middle States Commission on Higher Education  
3624 Market Street  
Philadelphia, PA 19104  
(267) 284-5000  
<https://www.msche.org/>

The Middle States Commission on Higher Education is an institutional accrediting agency recognized by the U.S. Secretary of Education and the Council for Higher Education Accreditation. The Middle States region includes the District of Columbia, Delaware, Maryland, New Jersey, New York, Pennsylvania, Puerto Rico and the U.S. Virgin Islands.