

## Complaint Process for Out-of-State Students in Distance Education

Reauthorization of the Higher Education Act includes regulations regarding the delivery of distance education to out-of-state residents. The United States Department of Education (USDOE) requires that institutions comply with any application, state approval, or licensure requirement in each state to which distance education instruction is delivered.

Students have the right to file a complaint against an institution when these requirements are not followed or regarding the loss of tuition and fees as a result of unfair business practices. Institutions must provide both current and prospective students with contact information for filing complaints with its accrediting body and the appropriate state agency in handling complaints in a student's residence state.

Illinois Eastern Community Colleges (IECC) is accredited by the Higher Learning Commission (HLC) and complaints regarding accreditation can be made by contacting:

[The Higher Learning Commission](#)

230 South LaSalle Street, Suite 7-500

Chicago, IL 60604-1411

800-621-7440/312-263-0456

Fax # 312-263-7462

Email: [info@hlcommission.org](mailto:info@hlcommission.org)

IECC is committed to fair treatment of its students in their relationships with fellow students, faculty, staff, and administration. Students are encouraged to seek an informal resolution of the matter directly with the faculty or individual(s) involved when possible. For matters where a resolution is not feasible, all IECC students have access to procedures for resolving complaints as indicated in the [Student Complaint Policy](#) (100.16)

In most cases, these complaint procedures require the student to exhaust all complaint avenues internally to the institution before a complaint can be filed at the state or accrediting agency level. IECC students are advised first to attempt to resolve complaints with the college administration. For information requests and/or comments, please contact:

[Frontier Community College](#)

2 Frontier Drive

Fairfield, IL 62837-2601

877-464-3687

[Lincoln Trail College](#)

11220 State Highway 1

Robinson, IL 62454-5707

866-582-4322

[Olney Central College](#)

305 North West Street

Olney, IL 62450-1099

866-622-4322

[Wabash Valley College](#)

2200 College Drive

Mt. Carmel, IL 62863-2699

866-982-4322

If you are an online student and feel that your complaint has not been satisfactorily resolved through the Student Complaint Policy you may contact the [Illinois Community College Board](#), or, if you are an out of state student you may file a complaint with the state in which you reside. [Student Complaint Information by State](#)