

## 4.1.7.3 State Consumer Complaint Contact Information

### Policy Information

#### Issuing Office

Financial Aid

#### Affected Parties

Students

#### Policy Language

##### State Consumer Complaint Contact Information:

In accordance with requirements issued by the U. S. Department of Education, Liberty University is providing 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. This information is now part of the standard Consumer Information and annual disclosure procedure of Liberty University. It is subject to revision. [34 CFR 668.43(b), p.66954, vol. 75, no. 209, 10/29 /10]

##### State Consumer Complaint Contact Information:

<https://www.liberty.edu/student-financial-services/wp-content/uploads/sites/118/2020/08/State-Complaint-Sites-Updated-08-06-20.pdf>

#### Policy Rationale

This policy is in place to remain compliant with federal regulations regarding state approvals.

#### Definition of Glossary Terms

None specified

### Procedural Information

#### Procedures

Students who wish to submit a consumer information complaint to a State official may do so by accessing and utilizing the points of contact provided in this policy.

#### Sanctions

Schools that do not provide accurate State Consumer Complaint Contact Information will be in violation of federal regulations from the U.S. Department of Education.

#### Exceptions

None