

# Complaint Resolution – PA Residents

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.

**PA Students:** If you are a current on-campus student at one of LBC's Pennsylvania campuses, please see the current Student Handbook for policies and procedures or contact Student Affairs at [studentaffairs@lbc.edu](mailto:studentaffairs@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.

**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 see the information contained [here](#).

**Prospective students, parents, and others:** We encourage initial complaints or grievances to be filed with Human Resources at [humanresources@lbc.edu](mailto:humanresources@lbc.edu). The Human Resources Department has policies, procedures, and forms in place for specific complaints and grievances. 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)