



MASSACHUSETTS BOARD OF HIGHER EDUCATION
COMPLAINT/INQUIRY FORM

OFFICE OF THE GENERAL COUNSEL
ONE ASHBURTON PLACE, ROOM 1401
BOSTON, MA 02108
(617) 994-6950, FAX (617) 727-0955
www.mass.edu

Your Name	_____	The Complaint/Inquiry Concerns
Address	_____	Institution
City, State, Zip	_____	Address
Phone	_____	City, State, Zip
Fax	_____	Phone
Email	_____	_____

Have you contacted another agency about your complaint? Yes No
If yes, please give name of Agency below:

Have you contacted an Attorney? Yes No *If yes, please give name of Attorney below*

Have you discussed the matter directly with the institution? Yes No
If yes, with whom and on what date(s)? _____

How did you contact the institution? Phone call In person Letter Email Other

What outcome did you seek from the institution? Attach additional pages if necessary.

Please sign the complaint/inquiry form below after describing your complaint/inquiry in detail.

Include all relevant names and other information, and describe any action you have taken to resolve this matter and how the institution or agency has responded to you. (Attach additional pages if necessary.) Be sure to include clear copies of relevant documentation supporting the facts set forth in this complaint/inquiry.

PLEASE KEEP YOUR ORIGINALS; SEND COPIES ONLY.

CONFIDENTIALITY

Under most circumstances, the text of your complaint/inquiry will be considered a public record, a copy of which is available to any member of the public upon request. However, your name, address, phone number, and any other information that identifies you will not be disclosed. Furthermore, no part of your complaint/inquiry will be discussed in response to a request that asks specifically for a complaint/inquiry submitted by you.

A Higher Education institution’s Board of Trustees has responsibilities for establishing and enforcing the policies necessary for the management of the institution under its authority. Therefore, in accordance with Board of Higher Education policy and regulations, upon receipt of a complaint/inquiry concerning an institution, Board staff will refer the complaint/inquiry to the institution for clarification and response. The Board of Higher Education attempts to provide an avenue for informal resolution of matters concerning institutions and cannot require an institution to take any specific action in a matter nor can the Board provide you with legal advice.

SIGNATURE: _____ DATE: _____