

COMPLAINT POLICY

Students who have complaints or issues that require resolution may schedule an appointment to file a complaint with any of the following Beth Medrash Govoha administrators and key staff members:

For issues related to the Registrar's Office and questions related to Academic Records, contact Moshe Rockove, Registrar, at extension 4282. For issues related to tuition, student life, and personal concerns, contact Avrohom D. Feuer, Director of Admissions and Tuition Services, at extension 4273. For issues related to Financial Aid, contact Gedalya Green, Vice-President of Enrollment Management, at extension 4358. The staff member will take steps to resolve the student's complaint, discussing it with the applicable administrator(s) or faculty member(s), as appropriate. Complaint forms are available in the Registrar's Office, and they may be submitted to the Registrar's Office to forward to the appropriate administrator, as explained above.

The appropriate steps will be taken to endeavor to resolve the complaint in a timely manner. In the event that a student disagrees with a determination of a Beth Medrash Govoha administrator, or the resolution offered, the student may contact Moshe Gleiberman, Vice-President of Campus Operations, at extension 4248. If a student is still not satisfied that his complaint has been addressed and resolved, he may further appeal to any of the Roshei Yeshiva.

AARTS Complaint Procedure

Students who would like to address their grievance to BMG's accreditor may write to the Association of Advanced Rabbinical and Talmudic Schools (AARTS), which accredits Beth Medrash Govoha. Letters should be addressed to the office of the association: AARTS, 2329 Nostrand Ave. Suite M-200 Brooklyn, NY 11210. AARTS can also be contacted by phone at (212) 363-1991 or by fax at (212) 533-5335.

New Jersey Complaint Procedure

The following is the complaint policy of the New Jersey Office of the Secretary of Higher Education:

For all types of complaints concerning colleges and universities, the first course of action must be to try to resolve the complaint directly with the administration of the college or university involved. The Office of the Secretary of Higher Education (OSHE) will not review a complaint until all grievance procedures at the institution have been followed, all avenues of appeal exhausted, and documentation provided that such procedures have been exhausted.

Please do not send a complaint to OSHE until you have read all the information below. This will ensure that you are sending your complaint to the appropriate agency/office.

OSHE handles only those complaints that concern educational programs or practices of degree-granting institutions subject to the Regulations of OSHE, with the exceptions noted below.

- OSHE does not handle anonymous complaints.
- OSHE does not intervene in matters concerning an individual's grades or examination results as these are the prerogative of the college's faculty.
- OSHE does not intervene in matters concerning tuition & fee refunds.
- OSHE does not intervene in matters concerning student conduct violations.
- OSHE does not intervene in human resources matters.
- OSHE does not handle complaints concerning actions that occurred more than two years ago.
- OSHE does not intervene in matters that are or have been in litigation.

Residents of other states and territories who are seeking information about filing a complaint about a New Jersey institution operating outside of New Jersey under the State Authorization Reciprocity Agreement (SARA), as well as New Jersey residents seeking information about filing a complaint about an out-of-state institution operating under SARA can find more information by viewing the SARA Agreement.

New Jersey residents who are seeking information about filing a complaint in regard to an out-of-state institution that is not operating under SARA, can file a complaint with New Jersey Office of the Attorney General, Division of Consumer Affairs (contact information below).

For complaints about state student financial aid matters (student loans, grants, scholarships, TAG, NJ STARS, etc.), contact:

Higher Education Student Assistance Authority (HESAA) (800) 792-8670 or (609) 584-4480.
<https://www.hesaa.org/Pages/Default.aspx>

Civil rights complaints should be filed with:

Office for Civil Rights (OCR) – Enforcement Office

U.S. Department of Education 32 Old Slip, 26th floor New York, NY 10005-2500

Telephone: (646) 428-3800

Fax: (646) 428-3843

Email - OCR.NewYork@ed.gov

Or:

New Jersey Office of the Attorney General Division on Civil Rights
<https://www.njoag.gov/about/divisions-and-offices/division-on-civil-rights-home/division-on-civil-rights-file-a-complaint/>

Complaints of consumer fraud on the part of the institution should be filed with:

New Jersey Office of the Attorney General, Division of Consumer Affairs:
<https://www.njconsumeraffairs.gov>

Students may also file a complaint via a complaint form with the State of New Jersey's Office of the Secretary of Higher Education (OSHE), ATTN: Complaints, P.O. Box 542, Trenton, NJ 08625-0542. Instructions on how to file a complaint are available at:
<https://www.njoag.gov/about/divisions-and-offices/division-on-civil-rights-home/division-on-civil-rights-file-a-complaint/>

Complainants should be aware that OSHE does not conduct a judicial investigation and, with the exception of complaints brought by non-New Jersey residents under SARA, has no legal authority to require a college or university to comply with a complainant's request. If you have reviewed these instructions and still feel your issue falls under the purview of the Office of the Secretary of Higher Education, then complete and submit the OSHE Complaint Form.