

## YU Student Complaint Process

Yeshiva University desires to provide all students with an exceptional educational experience and therefore seeks to resolve student complaints in a timely and effective manner.

The U.S. Department of Education requires all universities to offer students a procedure to address the following concerns:

1. Complaints that allege violations of State Consumer protection laws that include, but are not limited, to fraud and false advertising;
2. Complaints that allege violations of State laws or rules relating to the licensure of postsecondary institutions; and/or
3. Complaints relating to the quality of education or other State or accreditation requirements.

Students should first contact the appropriate YU administrative office regarding their complaint.

- Academics (schools and colleges, academic achievement)
  - Office of the Provost - [Office of the Provost](#) | Yeshiva University (yu.edu)
- Admissions
  - Undergraduate Admissions - [Undergraduate Admissions](#) | Yeshiva University (yu.edu)
  - Graduate Admissions - [Graduate Schools and Programs](#) | Yeshiva University (yu.edu)
- Student Finance (tuition and fees, loans, scholarships, grants)
  - Office of Student Finance - [Office of Student Finance](#) | Yeshiva University (yu.edu)
- Academic Records
  - Office of the Registrar - [Office of the Registrar](#) | Yeshiva University (yu.edu)
- Student Activities
  - Undergraduate Student Life - <https://www.yu.edu/osl>
- Housing
  - Office of Residence Life - <https://www.yu.edu/residence-life/beren> and <https://www.yu.edu/residence-life/wilf>
- Libraries - [Yeshiva University Libraries](#) (yu.edu)

If a student believes that YU's internal procedures have not adequately resolved the complaint, the student may contact the NY State Department of Education: [Filing a Complaint About a College or University](#).

Mailing Address:

New York State Education Department  
Office of College and University Evaluation (OCUE)  
89 Washington Avenue, EBA 960  
Albany, New York 12234  
[ocueinfo@nysed.gov](mailto:ocueinfo@nysed.gov) (For NC-SARA complaints: [IHEauthorize@nysed.gov](mailto:IHEauthorize@nysed.gov))

OCUE Information: 581-474-1551

NYSED General Information: 518-474-3852

For complaints involving distance education courses or programs under NC-SARA rules, see [NC-SARA Student Complaint Information](#).