

CONSUMER COMPLAINTS

Complaints regarding any aspect of University of New England operations should be filed internally to UNE authorities first and then, if necessary, to external authorities. Contact information for filing complaints is given below.

Internal UNE Contacts

Academic Issues

Dr. James J. Koelbl
Provost and Senior Vice President
jkoelbl@une.edu

College of Arts and Science (CAS)
Dr. Jeanne Hey
Dean
jhey@une.edu

College of Dental Medicine
Dr. Jon Ryder
Dean
jryder2@une.edu

Westbrook College of Health Professions (WCHP)
Dr. Elizabeth Francis-Connolly
Dean
efrancisconnolly@une.edu

College of Osteopathic Medicine
Dr. Jane Careirro
Dean Designate
DeanUNECOM@une.edu

College of Pharmacy
Dr. Gayle A. Brazeau
Dean
gbrazeau@une.edu

College of Graduate and Professional Studies
Dr. Martha Kirkendall Wilson
Dean
mwilson13@une.edu

Student Affairs

Jack McDonald
Vice President for Student Engagement | Director of Athletics
jmcdonald10@une.edu

External Contacts for Current and Former Students

Accreditor

Instructions for filing a complaint with the NEASC's Commission on Institutions of Higher Education (CIHE) regarding academics can be found at:
<https://cihe.neasc.org/information-public/comments-and-complaints>

Federal Financial Aid and other federal obligations

Instructions for filing a complaint with the U.S. Department of Education in regard to Title IV (financial aid, civil rights violations or discrimination) can be found at:

<http://www2.ed.gov/about/offices/list/ocr/complaintprocess.html>.

State Authorities

MAINE

University of New England is recognized by the National Council for State Authorization Reciprocity Agreements (SARA). For all students attending classes in Maine, or for online students who reside in Maine or any online student who resides in one of the states listed below, contact the **Maine State Portal Agency**.

Angel Loreda
Higher Education Specialist
Department of Higher Education
23 State House Station
Augusta, Maine 04333
207.624.6846
Angel.loredo@maine.gov

SARA Participating States

Alabama
Alaska
Arizona
Arkansas
Colorado
Connecticut
Delaware
Georgia
Hawaii
Idaho
Illinois
Indiana
Iowa
Kansas
Kentucky
Louisiana
Maine
Maryland
Michigan
Minnesota
Mississippi
Missouri
Montana
Nebraska
Nevada
New Hampshire
New Jersey
New Mexico
New York
North Carolina
North Dakota
Ohio
Oklahoma

Oregon
Pennsylvania
Rhode Island
South Carolina
South Dakota
Tennessee
Texas
Utah
Vermont
Virginia
Washington
West Virginia
Wisconsin
Wyoming

Other States*

For all online students who do not reside in the states listed above, contact your state's appropriate authority as listed here.

CALIFORNIA

California Bureau of Private Postsecondary Education
P.O. Box 980818
W. Sacramento, CA 95798-0818
bppe@dca.ca.gov
http://www.bppe.ca.gov/forms_pubs/complaint.pdf

DISTRICT OF COLUMBIA

District of Columbia Office of the State Superintendent of Education
Education Licensure Commission
810 First Street, NE
9th Floor
Washington, DC 20002
<http://oag.dc.gov/node/442592>

FLORIDA

Florida Commission on Independent Education
325 W. Gaines Street
Suite 1414
Tallahassee, FL 32399-0400
Commissioner@fldoe.org
<http://www.fldoe.org/policy/cie/file-a-complaint.stml>

MASSACHUSETTS

Massachusetts Board of Higher Education
One Ashburton Place
Room 1401
Boston, MA 02108
<http://www.mass.edu/forstudents/complaints/complaintprocess.asp>

PUERTO RICO

Puerto Rico Council on Higher Education
PO Box 1900
San Juan, PR San Juan, PR
00910-1900 00910-1900

Puerto Rico Department of Justice
PO 9020192
Sa n Juan, Puerto Rico Sa n Juan, Puerto Rico
00902-0192 00902-0192

* This list should not be construed as informative of what agencies regulate the institution or in what states the institution is licensed or required to be licensed. States, through the relevant agencies or Attorney Generals Offices will accept complaints regardless of whether the institution is required to be licensed in that state.