

## **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. Karen Pardue  
Interim Provost  
[kpardue@une.edu](mailto:kpardue@une.edu)

College of Arts and Science (CAS)  
Dr. Jonathan Millen  
Dean  
[jmillen@une.edu](mailto:jmillen@une.edu)

College of Dental Medicine  
Dr. Jon Ryder  
Dean  
[jryder2@une.edu](mailto:jryder2@une.edu)

Westbrook College of Health Professions (WCHP)  
Dr. Sally McCormack Tutt  
Interim Dean  
[smccormack@une.edu](mailto:smccormack@une.edu)

College of Osteopathic Medicine  
Dr. Jane Careirro  
Dean  
[DeanUNECOM@une.edu](mailto:DeanUNECOM@une.edu)

College of Graduate and Professional Studies (CGPS)  
Dr. Martha Kirkendall Wilson  
Dean  
[mwilson13@une.edu](mailto:mwilson13@une.edu)

#### **Student Affairs**

Jen DeBurro  
Assistant Vice President for Student Affairs  
[jdeburro@une.edu](mailto:jdeburro@une.edu)

### **External Contacts for Current and Former Students**

#### **Accreditor**

Instructions for filing a complaint with the NECHE's Commission on Institutions of Higher Education (CIHE) regarding academics can be found at:  
<https://www.necche.org/for-the-public/comments-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](mailto:Angel.loredo@maine.gov)

### **SARA Participating States**

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

*Oregon*  
*Pennsylvania*  
*Puerto Rico*  
*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](mailto:bppe@dca.ca.gov)  
[http://www.bppe.ca.gov/forms\\_pubs/complaint.pdf](http://www.bppe.ca.gov/forms_pubs/complaint.pdf)

\* 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 General's Offices will accept complaints regardless of whether the institution is required to be licensed in that state.