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](yu.edu)
- Admissions
  - Undergraduate Admissions - [Undergraduate Admissions](yu.edu)
  - Graduate Admissions - [Graduate Schools and Programs](yu.edu)
- Student Finance (tuition and fees, loans, scholarships, grants)
  - Office of Student Finance - [Office of Student Finance](yu.edu)
- Academic Records
  - Office of the Registrar - [Office of the Registrar](yu.edu)
- Student Activities
  - Undergraduate Student Life - [https://www.yu.edu/osl](https://www.yu.edu/osl)
- Housing
  - Office of Residence Life - [https://www.yu.edu/residence-life/beren](https://www.yu.edu/residence-life/beren) and [https://www.yu.edu/residence-life/wilf](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)

OCUE Information: 518-474-1551
For complaints involving distance education courses or programs under NC-SARA rules, see NC-SARA Student Complaint Information.