

2.16.10 Complaints Regarding Federal Student Aid

Source: Student and Community Life Handbook 2018 - 2019

Complaints regarding federal student aid or the processing there of, are to be direct to the director of financial aid and student services. If the complaint is not satisfactorily resolved, the student may then address the concern with the vice president of admissions and student services. Should a satisfactory conclusion still not be reached, students may contact:

www.iowacollegeaid.gov for information

Feedback and complaints may be filed here:

<https://feedback.studentaid.ed.gov>

Or here:

<https://studentaid.ed.gov/sa/node/97>