

## **Financial Aid Complaint and Grievance Procedures**

At times, students may have concerns regarding the administration of their financial aid. Students may resolve these concerns through informal resolution, formal complaint, or by contacting a state or federal agency listed below.

When a concern arises, the student should first reach out to their Financial Aid Advisor to attempt to resolve the issue. This can be done by any method, such as email, in person, or over the phone.

If informal resolution does not work, the student may submit a complaint in writing to the Director of Financial Aid. That complaint may be sent by email to the Director of Financial Aid: [Mary.reed@ottawa.edu](mailto:Mary.reed@ottawa.edu). The complaint does not need to be provided on a specific form but should provide a detailed summary of the issue including times, dates, people involved, and any other pertinent information.

If not satisfied with the resolution by the University, the student may contact their state agency or the Department of Education (Federal Student Aid) at one of these contacts:

To submit a complaint to the **Department of Education/Federal Student Aid** Feedback Center, go to: <https://studentaid.gov/feedback-center/> or call 1-800-433-3243.

### **Kansas Attorney General**

120 SW 10th Ave., 2nd Floor  
Topeka, KS 66612  
(785) 296-2215  
1-888-428-8436  
Fax: (785) 296-6296

To file a complaint with the Kansas Attorney General regarding Consumer Protection:  
<https://www.ag.ks.gov/complaint-center/consumer>

### **Arizona Attorney General**

Phoenix Office  
2005 N Central Ave  
Phoenix, AZ 85004-2926  
(602) 542-5025  
Fax (602) 542-4085

To file a complaint with the Arizona Attorney General regarding Consumer Protection:  
<https://www.azag.gov/complaints/consumer>

Wisconsin Attorney General/Department of Justice  
P.O. Box 7857

Madison, WI 53707-7857

Phone: (608) 266-1221

Fax: (608) 267-2779

To file a complaint with the Wisconsin Attorney General regarding Consumer Protection:  
<https://www.doj.state.wi.us/dls/consumer-protection/how-file-consumer-complaint>