

Complaint Process Notice

Mountwest Community and Technical College (Mountwest) takes very seriously complaints and concerns regarding the institution. Most complaints can be resolved at the college level. You may file your complaint by initiating the process by first contacting your advisor. You may also contact the Vice-President of Student Services, Ms. Billie Brooks, (304) 710-3362, if your complaint involves student interaction. If your complaint regarding Mountwest has not been resolved at the institution, you may present your complaint as follows.

- If your complaint is associated with Mountwest's compliance with academic program quality and accrediting standards you may file a complaint with the [Higher Learning Commission](#), the agency that accredits the institution. If the complaint is in reference to a specific program that holds accreditation, you may contact your advisor for the appropriate agency to register your complaint
- For all other complaints about Mountwest that are not about compliance with academic program quality and accrediting standards, you may file a complaint:
 - At the [West Virginia Community and Technical College System](#)
 - To the [West Virginia State Attorney General](#)