SUBMIT A COMPLAINT

Official Complaint Submission Form - 2026

Use this form to submit a complaint that falls within GCTEQA's authority under its Complaints and Appeals Policy. GCTEQA is not a court, law-enforcement agency, licensing board, consumer-protection agency, or substitute for emergency services. Complaints involving immediate danger, criminal conduct, or matters requiring governmental action should also be directed to the appropriate authority.

SECTION 1 - COMPLAINANT INFORMATION

Full Name

Organization / Institution (if applicable)

Email Address

Telephone

Mailing Address

☐ I request that my identity be treated as confidential to the extent permitted by policy and law.

SECTION 2 - COMPLAINT ABOUT

☐ GCTEQA-accredited institution
☐ GCTEQA applicant / institution under review
☐ GCTEQA process / staff / reviewer
☐ Use of GCTEQA accreditation status / marks
☐ Other

Name of Institution / Organization / Person Concerned

Website / Location / Other Identifying Information

SECTION 3 - NATURE OF COMPLAINT

☐ Accreditation misrepresentation
☐ Governance / ethics
☐ Student records / credential issue
☐ Academic quality / program concern
☐ Student protection / grievance process
☐ Financial / refund disclosure concern
☐ Data / privacy / technology concern
☐ Other

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Complaint Details and Prior Resolution Efforts

SECTION 4 - COMPLAINT DETAILS

Date(s) of the event(s) or issue(s)

Describe the complaint. Include relevant facts, dates, people involved, and the GCTEQA standard or policy involved if known.

What outcome or corrective action are you requesting?

SECTION 5 - PRIOR RESOLUTION EFFORTS

- [ ] I submitted this matter through the institution's internal complaint / grievance process.
- [ ] I did not use the institution's internal process.

If used, describe when and how the institution responded:

If not used, explain why:

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Evidence, Other Agencies, and Confidentiality

SECTION 6 - SUPPORTING EVIDENCE

List and attach copies of relevant documents, correspondence, screenshots, policies, catalogs, receipts, decisions, or other evidence. Do not submit original documents unless specifically requested. Redact Social Security numbers, full payment-card numbers, passwords, unnecessary student identification numbers, and other unrelated sensitive information.

List the documents / evidence attached:

SECTION 7 - OTHER AGENCIES OR PROCEEDINGS

☐ This matter has also been submitted to another accreditor, regulator, licensing board, court, law-enforcement agency, or government office.

☐ This matter has not been submitted elsewhere to my knowledge.

If yes, identify the agency / organization and current status:

SECTION 8 - CONFIDENTIALITY AND NON-RETALIATION

GCTEQA will handle complaint information in accordance with applicable policy. Complete confidentiality cannot be guaranteed when disclosure is necessary to investigate, obtain a response, protect due process, comply with law, or address a safety concern. GCTEQA expects institutions and participants not to retaliate against persons who make good-faith complaints.

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Certification and Administrative Use

SECTION 9 - CERTIFICATION

I certify that the information in this complaint is true and accurate to the best of my knowledge. I understand that GCTEQA may request additional information, share relevant information as needed for fair review, decline matters outside its authority, refer urgent or regulatory matters to appropriate authorities, and close complaints that are unsupported, duplicative, abusive, or otherwise outside policy.

☐ I certify and agree to the statement above.

Typed Signature / Full Legal Name

Date

SUBMISSION INSTRUCTIONS

Submit this completed form and supporting documentation through the complaint submission method published on the official GCTEQA website. Keep a complete copy for your records. Do not send passwords, full payment-card numbers, Social Security numbers, or unnecessary sensitive student information.

Submitting a complaint does not guarantee a particular outcome. GCTEQA reviews complaints under its published Complaints and Appeals Policy and within the limits of its authority.

GCTEQA ADMINISTRATIVE USE ONLY

Date Received

Complaint / Case Number

Assigned Reviewer

Jurisdiction / Intake Outcome

Administrative Notes / Action Taken