



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. 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 800-433-3243.

Kansas Attorney General

120 SW 10th Ave., 2nd Floor
Topeka, KS 66612
Phone: 785-296-2215
Toll-free Phone: 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
Phone: 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>