

Student Complaint Procedures

All complaints must be submitted in writing for consideration by the Student Accounts Office and can be submitted in one of the following ways:

1. Online case [here](#);
2. Email [here](#);
3. Fax to (703) 993-2490; or
4. Mail to Student Accounts Office, George Mason University, 4400 University Drive, MS 2E2, Fairfax, VA 22030.

Receipt of the complaint will be acknowledged within fifteen (15) days. The appropriate University administrator will then review the matter. A final written determination, including any proposed resolution, will be sent to the student within thirty (30) days of the receipt of the complaint. A complete record of formal complaints will be kept by the Student Accounts Office and notes will be added to the student record.