



### Financial Aid Complaints

Students who have complaints about financial aid should first work with a Financial Aid Office representative located in the Student Services Office to resolve the dispute.

Student Services Office – Schoenherr Campus Center

Phone: (231) 843-5518

Email: [finaid@westshore.edu](mailto:finaid@westshore.edu)

Should the dispute not be resolved after working with the Financial Aid Office staff, students may ask to be forwarded to the Director of Financial Aid.

The Financial Aid Office will review all complaints sent directly to the Director of Financial Aid, Dean of Student Services, Vice President for Academics & Student Services, President of the College, and all other officials who may receive a complaint regarding issues with financial aid. All complaints are taken seriously and will be viewed and responded to promptly.

If the dispute is not resolved to the student's satisfaction, there are resources outside of the College that may assist:

- [Federal Ombudsman](#) for federal loan disputes

U.S. Department of Education

FSA Ombudsman Group

830 First Street, NE

Mail Stop 51444

Washington, DC 20202-5144

Phone: (877) 557-2575

Fax: (202) 275-0549

- [Office of Inspector General](#) for suspected fraud or abuse in federal aid programs

Phone: (800) MIS-USED or (800) 647-8733

- Michigan Attorney General Office of Consumer Protection

P.O. Box 30213

Lansing, MI 48909

Phone: (517) 373-1110

Toll Free (877) 765-8388

[miag@michigan.gov](mailto:miag@michigan.gov)

[Consumer Financial and Protection Bureau](#)