

Dear Complainant:

In accordance with State law, the Arizona State Board for Private Postsecondary Education (“Board”) is responsible for investigating student complaints against Educational institutions licensed by this Board. Pursuant to Arizona Administrative Code Rule R4-39-403, the complaint procedure is stated as follows.

- A. If a student has a complaint against a licensed institution or program and exhausts all available grievance procedures established by the institution, the student may file a written complaint with the Board. A complaint must be filed within three years of the student’s last date of attendance. (This is not a requirement for non-students)
- B. The Board’s staff shall investigate the complaint if the allegations, if true, violated statute of Board rules. Upon completion of Board staff’s investigation, the complaint shall be referred to the Complaint Committee for a review.

Based upon the information provided pursuant to subsection A or B of this section, the Complaint Committee may do any of the following:

- 1. Dismiss the complaint if the committee determines that the complaint is without merit.
- 2. File a Letter of Concern.
- 3. Refer the complaint to the full Board for further review and action.

Sincerely,

Keith Blanchard  
Deputy Director

CASE #: \_\_\_\_\_

**NON-STUDENT COMPLAINT FORM  
ARIZONA STATE BOARD FOR PRIVATE POSTSECONDARY EDUCATION  
1740 W ADAMS ST. SUITE 3008, PHOENIX, AZ 85007  
602-542-5709**

**Complainant Information:**

**Name:** \_\_\_\_\_ **Home Phone:** \_\_\_\_\_  
**Address:** \_\_\_\_\_ **Bus. Phone:** \_\_\_\_\_  
**City, State & Zip:** \_\_\_\_\_

**School against which complaint is being filed:**

**Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_

- ◆ **May a copy of this complaint be sent to the school against which you are complaining?**  
\_\_\_\_ Yes \_\_\_\_ No

**\*If no, we may be prevented from taking action on your complaint.**

- ◆ **Explain your complaint and provide evidence of your complaint (as an attachment):**

- ◆ Explain the resolution or outcome you are seeking in filing this complaint:

Use and attach additional sheets as needed.

I verify under penalty of law that the allegations contained in this complaint are true to the best of my knowledge and belief.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

**AMERICAN DISABILITIES ACT  
TITLE II**

**PUBLIC NOTICE**

As a public entity, the Arizona State Board for Private Postsecondary Education (“Board”) is subject to Title II of the American Disabilities Act. Title II prohibits discrimination against any “qualified individual with a disability” and requires that a public entity have policies and practices that do not adversely affect the full participation of individuals with disabilities in its programs, activities, and services.

The Board does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities. The Board does not discriminate on the basis of disability in its hiring or employment practices.

An individual with a disability may request that Board materials be provided in an alternative format, may request auxiliary aids for effective communication, and may request reasonable accommodations to participate in Board meetings and hearings. Requests should be directed to the Board Executive Director.

For a copy of or access to the Board’s title II, ADA policies regarding program, activity, and service access or a copy of or access to the Board’s ADA grievance procedure please contact the Board Executive Director.

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