Student Grievance Procedure

To be adapted for your institution/programs

Student Grievance Procedure: Should a student have a complaint with the Institution, then the following steps shall be taken by him/her:

1. Student shall first attempt to address the grievance informally with the instructor or applicable staff member and try to resolve it. If unsuccessful, proceed to the written grievance procedure.

2. Student may state the grievance in writing to the “Administrator” Campus President, or designee. Administrator or designee shall have five (5) business days in which to investigate and address the grievance.

3. Should Administrator or designee fail to or unacceptably address the grievance, the Student may file a complaint with the Arizona State Board for Private Postsecondary Education. The Student must contact the State Board for further details.

If the Student complaint cannot be resolved after exhausting the institution’s grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details.

The State Board Address is:

1740 W. Adams Street, Suite 3008

Phoenix, Arizona 85007

602-542-5709

Website: www.azppse.gov

Notes for Consideration:

• Should a name be utilized in place of “Administrator” include Job title of individual and “designee” in their absence (medical, vacation, restructuring of administration). Ex: John Smith, Campus President,

• Schools can allot more or less time for investigation and response to student than indicated.

• Schools can set a time limit in which a grievance must be submitted from date of occurrence. (6 months, 1 year)

• If for any reason due to administrative negligence the designated time frames are not met a student may file a complaint with the state board and an appearance by the school at the Complaint Committee meeting may be required.