

## Complaints & Grievances

Students or other parties with complaints or grievances against Arizona College should seek first to resolve their complaint or grievance with the institution. To serve students and open lines of communication with the administration of Arizona College, the following procedures for registering a complaint/grievance have been developed. If a student has a complaint(s) he/she would like addressed, the procedure is:

### 1. Student Instructor Discussion

Many problems can be resolved by an open discussion between the student and the faculty member. If a student has a grievance with a faculty member, the student needs to meet with the faculty member to discuss the concern or issue, when reasonably possible.

### 2. Program Director Meeting with Student

If the student-instructor discussion does not resolve the issue or if such a discussion is not reasonably possible, the student should contact the Program Director, to seek a solution. If the issue can be resolved at this level, the case is then closed. If the issue cannot be resolved to the student's satisfaction, the student may file a written grievance using the Grievance Form provided by the Program Director.

### 3. Submission of Grievance Form

The completed Grievance Form should be submitted to the Program Director within 20 business days of the initial student-instructor discussion (#1 above). The Grievance Form includes the following prompts: summary of decision that is being appealed; basis for challenging the decision; identification of faculty or staff member who made the decision; description of prior attempts made to resolve the issue; specific remedy requested; and student signature.

### 4. Grievance Committee Investigation for:

Once the Program Director receives the completed Grievance Form, he or she will organize a Grievance Committee. The Grievance Committee will be made up of two faculty members, the Program Director, and the Executive Director of Academic Operations, who will investigate the grievance. If a member of the committee is involved with the student's grievance, a substitute faculty member or student with no known conflict in the matter will be appointed for the consideration of the grievance.

Grievance Committee members commit to discuss the grievance only in the context of committee deliberations. The Grievance Committee's responsibilities are to interview all involved parties, review the documentation, develop recommendations in writing with a supporting rationale and submit its recommendations to the Executive Director of Academic Operations, who will make determinations. When the student is interviewed, he or she may not be accompanied by legal counsel or family members unless the case relates to a Title IX complaint or disability matter.

**Within 15 business days from the date the grievance was filed**, the Executive Director of Academic Operations will notify the student in writing of the decision.

NOTE: Student work will not be reassessed or re-evaluated. Only documented clerical or procedural errors will alter the grade.

## 5. Appeal of Grievance Decision

Appeal for non-disability related grievance decisions: The student may appeal the Executive Director's decision to the President of Allied Health under certain conditions. The appeal must be submitted in writing within 10 business days of receipt of the Executive Director of Academic Operations' written decision and state a basis for the appeal. Basis on which a student may appeal are the following:

- There is new evidence that was unavailable at the time of the original investigation that would affect the outcome of the original decision
- There were procedural irregularities in the grievance process that affected the outcome.
- The proposed resolution was not reasonable based on the evidence compiled during the investigation.

The decision of the President of Allied Health on the appeal is final.

Appeal for disability-related grievance decisions: The student may appeal the Executive Director of Academic Operations' decision to the Vice President of Regulatory Affairs. The appeal must be submitted in writing within 10 business days of receipt of the Executive Director's written decision and state a basis for the appeal. The Vice President of Regulatory Affairs will make a final decision and notify the student within 10 days. Students not satisfied with the final disposition of the grievance process may contact the referenced entities below or the Office of Civil Rights at Office of Civil Rights (OCR), United States Department of Education, Washington, DC 20201.

Students not satisfied with the final disposition of the grievance process may contact:

### **ABHES**

6116 Executive Blvd., Suite 760  
North Bethesda, MD 20852  
(301) 291-7550  
<https://abhes.org>

### **Arizona State Board for Private Postsecondary Education**

1740 W. Adams, Suite 3008  
Phoenix, AZ 85007  
(602) 542-4709  
<https://ppse.az.gov/>  
<https://ppse.az.gov/resources/complaint-forms>

This policy in no way impedes Arizona College's open-door policy in regard to questions or comments regarding Arizona College. The above policy is to assist all students in understanding their rights and responsibilities under those policies. The administration will not, under any circumstances, see an entire class for this procedure.