

## Complaints & Grievances

Students or other parties with complaints or grievances against Arizona College of Nursing 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 of Nursing, the college adheres to the following procedure for registering and resolving a complaint/grievance:

### 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. Dean of Nursing or Dean of General Education, as appropriate, 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 Dean of Nursing or Dean of General Education, as appropriate, 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 Dean.

### 3. Submission of Grievance Form

The completed Grievance Form should be submitted to the Dean of Nursing or Dean of General Education, as appropriate, 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:

A Grievance Committee will be formed once a grievance is submitted.

NOTE: In each Committee instance involving a disability grievance, the Committee will consult with a Disability Coordinator or other individual who is trained on ADA/504 compliance.

Once the Dean of Nursing or Dean of General Education, as appropriate, receives the completed Grievance Form, he or she will organize a Grievance Committee made up of two faculty members (one from another campus) and two nursing staff/faculty members, who will investigate the grievance. If a member of the committee is involved with the student's grievance, a substitute member 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 Campus President, who will make determinations.

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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 Campus President 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 Campus President's decision to the Vice President of Operations under certain conditions. The appeal must be submitted in writing within 10 business days of receipt of the Campus President's written decision and state a basis for the appeal. Bases 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.

NOTE: Utah students may file with the Division of Consumer Protection at any time. Students do not need to go through the grievance process first in order to file a complaint with the Division of Consumer Protection.

NOTE: Virginia Residents enrolled at a campus: As a last resort in the complaint process, students who do not believe they received a satisfactory resolution to their grievance may contact the State Council of Higher Education for Virginia (SCHEV, Attn: Private and Postsecondary Education, 101 N. 14<sup>th</sup> St., James Monroe Bldg., Richmond, VA 23219). The student will not be subject to unfair actions as a result of filing a complaint.

Students not satisfied with the final disposition of the grievance process may contact the below-referenced entities or the Office of Civil Rights at Office of Civil Rights (OCR), United States Department of Education, Washington, DC 20201.

This policy in no way impedes Arizona College of Nursing's open-door policy regarding questions or comments regarding Arizona College of Nursing. 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.

The decision of the Vice President of Operations on the appeal is final. Students not satisfied with the final disposition of the grievance process may contact:

<b>ABHES</b> 6116 Executive Blvd., Suite 760 North Bethesda, MD 20852 (301) 291-7550 <a href="https://abhес.org">https://abhес.org</a>	<b>Arizona State Board of Nursing</b> 1740 W. Adams St., Suite 2000 Phoenix, AZ 85007 (602) 771-7800 <a href="https://azbn.gov/">https://azbn.gov/</a>	<b>Arizona State Board for Private Postsecondary Education</b> 1740 W. Adams, Suite 3008 Phoenix, AZ 85007 (602) 542-4709 <a href="https://ppse.az.gov/">https://ppse.az.gov/</a> <a href="https://ppse.az.gov/resources/complaint-forms">https://ppse.az.gov/resources/complaint-forms</a>
<b>California Board of Registered Nursing</b> P.O. Box 944210 Sacramento, CA 95244-2100 (916) 574-7600 <a href="https://rn.ca.gov/">https://rn.ca.gov/</a>	<b>California Bureau for Private Postsecondary Education</b> P.O. Box 980818 West Sacramento, CA 95798-0818 (888) 370-7589 <a href="https://bppe.ca.gov/">https://bppe.ca.gov/</a>	<b>Colorado Division of Professions and Occupations, State Board of Nursing</b> 1560 Broadway, Suite 1350 Denver, CO 80202 (303) 894-7800 <a href="https://dpo.colorado.gov/Nursing">https://dpo.colorado.gov/Nursing</a>
<b>Colorado Department of Higher Education</b> 1600 Broadway, Suite 2200 Denver, CO 80202 (303) 862-3001 <a href="https://cdhe.colorado.gov/">https://cdhe.colorado.gov/</a>	<b>State of Connecticut Department of Public Health</b> Practitioner Investigations Unit 410 Capitol Avenue, MS#12HSR P.O. Box 340308 Hartford, CT 06134-0308 (860)509-7552 <a href="https://portal.ct.gov/DPH/Practitioner-Licensing--Investigations/PLIS/Reporting-a-Complaint">https://portal.ct.gov/DPH/Practitioner-Licensing--Investigations/PLIS/Reporting-a-Complaint</a>	<b>State of Connecticut Office of Higher Education</b> 450 Columbus Boulevard, Suite 707 Hartford, CT 06103-1841 (860) 947-1800 <a href="https://www.ohe.ct.govStudentComplaints.shtml">https://www.ohe.ct.govStudentComplaints.shtml</a>
<b>Florida Board of Nursing</b> 4052 Bald Cypress Way, Bin C-02 Tallahassee, FL 32399-3252 (850) 488-0595 <a href="https://floridasnursing.gov/contact/">https://floridasnursing.gov/contact/</a>	<b>Florida Commission for Independent Education</b> 325 W. Gaines St., Suite 1414 Tallahassee, FL 32399-0400 Fax: (850) 245-3238 Email: <a href="mailto:cieinfo@fldoe.org">cieinfo@fldoe.org</a> <a href="https://www.fldoe.org/">https://www.fldoe.org/</a>	<b>Michigan State Board of Nursing</b> 611 W. Ottawa Lansing, MI 48933 (517) 241-0199 <a href="https://michigan.gov">https://michigan.gov</a>
<b>Nevada Commission on Postsecondary Education</b> 2800 E. St. Louis Las Vegas, NV 89104 (702) 486-7330 <a href="https://cpe.nv.gov/">https://cpe.nv.gov/</a>	<b>Nevada State Board of Nursing</b> 4220 S. Maryland Pkwy Building B, Suite 300 Las Vegas, NV 89119-7533 (702) 486-5800 <a href="https://nevadanursingboard.org/">https://nevadanursingboard.org/</a>	<b>Ohio State Board of Career Colleges and Schools</b> 30 East Broad Street, Suite 2481 Columbus, OH 43215-3414 Phone (614)466-2752 Fax (614) 466-2219 Toll Free (877)275-4219 Email: <a href="mailto:bpsr@scr.state.oh.us">bpsr@scr.state.oh.us</a> <a href="http://scr.ohio.gov/">http://scr.ohio.gov/</a>

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<b>Ohio State Board of Nursing</b> 17 S. High St., Ste. 660 Columbus, OH 43215 (614) 466-3947 <a href="https://nursing.ohio.gov/">https://nursing.ohio.gov/</a>	<b>Texas Workforce Commission Career Schools and Colleges</b> 101 E. 15 <sup>th</sup> Street, Room 226T Austin, TX 78778-0001 (512) 936-6959 <a href="https://www.twc.texas.gov/partners/career-schools-colleges-resources">https://www.twc.texas.gov/partners/career-schools-colleges-resources</a>	<b>Texas State Board of Nursing</b> 333 Guadalupe, Suite 3-460 Austin, TX 78701-3944 (512) 305-7400 <a href="http://www.bon.texas.gov/contact_us.asp">www.bon.texas.gov/contact_us.asp</a>
<b>Texas Higher Education Coordinating Board</b> Office of General Counsel P.O. Box 12788 Austin, TX 78711-2788 (512) 427-6101 <a href="https://www.highered.texas.gov/links/students-complaints/">https://www.highered.texas.gov/links/students-complaints/</a> For the rules governing student complaints visit: <a href="https://texreg.sos.state.tx.us/public/readtac\$ext.TacPage?sl=R&amp;app=9&amp;p_dir=&amp;p_rloc=&amp;p_tloc=&amp;p_ploc=&amp;pg=1&amp;p_tac=&amp;ti=19&amp;pt=1&amp;ch=1&amp;rl=116">https://texreg.sos.state.tx.us/public/readtac\$ext.TacPage?sl=R&amp;app=9&amp;p_dir=&amp;p_rloc=&amp;p_tloc=&amp;p_ploc=&amp;pg=1&amp;p_tac=&amp;ti=19&amp;pt=1&amp;ch=1&amp;rl=116</a>	<b>Utah State Board of Nursing</b> Heber M. Wells Bldg., 4 <sup>th</sup> Floor 160 East 300 South Salt Lake City, UT 84111 (801) 530-6628 <a href="https://ncsbn.org/">https://ncsbn.org/</a>	<b>Utah Division of Consumer Protection</b> 160 East 300 South PO Box 146704 Salt Lake City, UT 84114-6704 (801) 530-6601 <a href="https://consumerprotection.utah.gov/">https://consumerprotection.utah.gov/</a>
<b>Virginia Board of Nursing</b> Perimeter Center 9960 Mayland Dr., Suite 300 Henrico, VA 23233-1463 (804) 367-4515 <a href="https://www.dhp.virginia.gov">https://www.dhp.virginia.gov</a>	<b>State Council of Higher Education for Virginia (SCHEV)</b> James Monroe Building, 10 <sup>th</sup> Floor 101 N. 14 <sup>th</sup> St. Richmond, VA 23219 (804) 225-2600 <a href="https://www.schev.edu/">https://www.schev.edu/</a>	

### **Arizona SARA Grievance Process**

Distance Education students outside of Arizona, who have completed the institution's grievance process and the applicable state grievance process with the Arizona State Board for Private Postsecondary Education, may appeal complaints to the AZ SARA Council. Complaints must be submitted within two years of the incident. Complaints regarding student grades or student conduct violations may not be appealed to the AZ SARA Council. For additional information on the complain process visit the AZ SARA Complaint page.