



ARIZONA COLLEGESM of Nursing

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 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

The student may appeal the Executive Director's decision to the Chief Operating Officer of Nursing (COO) 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. 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.

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. 14th St., James Monroe Bldg., Richmond, VA 23219). The student will not be subject to unfair actions as a result of filing a complaint.

The decision of the COO of Nursing on the appeal is final. Students not satisfied with the final disposition of the grievance process may contact:

ABHES

7777 Leesburg Pike, Suite 314 N
 Falls Church, VA 22043
 (703) 917-9503
<https://abh.es.org>

Arizona State Board of Nursing

1740 West Adams Street, Suite 2000
 Phoenix, Arizona 85007
 (602) 771-7800
<https://azbn.gov/>

Arizona State Board for Private Postsecondary Education

1400 West Washington, Room 260
 Phoenix, Arizona 85007
 (602) 542-4709
ppse.az.gov
ppse.az.gov/complaint

**California Board
 of Registered Nursing**

P.O. Box 944210
 Sacramento, CA 95244-2100
 (916) 574-7600
rn.ca.gov

**California Bureau for Private
 Postsecondary Education**

P.O. Box 980818
 West Sacramento, CA 95798-0818
 (888) 370-7589
bppe.ca.gov

**Colorado Division of Professions and
 Occupations, State Board of Nursing**

1560 Broadway, Suite 1350
 Denver, CO 80202
 (303) 894-7800
<https://dpo.colorado.gov/Nursing>

**Colorado Department
of Higher Education**

1600 Broadway, Suite 2200
Denver, CO 80202
(303) 862-3001
<https://cdhe.colorado.gov/>

**State of Connecticut Department
of Public Health**

Practitioner Investigations Unit
410 Capitol Avenue, MS#12HSR
P.O. Box 340308
Hartford, CT 06134-0308
(860) 509-7552
<https://portal.ct.gov/DPH/Practitioner-Licensing--Investigations/PLIS/Reporting-a-Complaint>

**State of Connecticut Office
of Higher Education**

450 Columbus Boulevard, Suite 707
Hartford, CT 06103-1841
(860) 947-1800
<https://www.ohe.ct.gov/StudentComplaints.shtml>

Florida Board of Nursing

4052 Bald Cypress Way Bin C-02
Tallahassee, FL 32399-3252
(850) 488-0595
floridasnursing.gov/contact

Florida Commission for Independent Education

325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
Fax: (850) 245-3238
Email: cieinfo@fldoe.org
fldoe.org

Michigan State Board of Nursing

611 West Ottawa
Lansing, Michigan 48933
(517) 241-0199
<https://michigan.gov>

**Missouri Department of Higher
Education & Workforce Development**

301 W. High Street
P.O. Box 1469
Jefferson City, MO 65102
(573) 751 - 2361
<https://dhewd.mo.gov>

Missouri Board of Nursing

P.O. Box 656
Jefferson City, MO 65102
(573) 751 - 0681
<https://pr.mo.gov/nursing.as>

Nevada Commission on Postsecondary Education

2800 E. St. Louis
Las Vegas, NV 89104
(702) 486-7330
cpe.nv.gov

Nevada State Board of Nursing

4220 S. Maryland Pkwy
Building B, Suite 300
Las Vegas, NV 89119-7533
(702) 486-5800
nevadanursingboard.org

**Ohio State Board of Career Colleges
and Schools**

30 East Broad Street, Suite 2481
Columbus, OH 43215-3414
Phone (614) 466-2752
Fax (614) 466-2219
Toll Free (877) 275-4219
E-mail: bpsr@scr.state.oh.us
<http://scr.ohio.gov/>

Ohio Board of Nursing

17 S. High St., Ste. 660
Columbus, OH 43215
(614) 446-3947
<https://nursing.ohio.gov/>

Texas Higher Education Coordinating Board

Office of General Counsel
P.O. Box 12788
Austin, TX 78711-2788
(512) 427-6101
<https://www.highered.texas.gov/links/student-complaints/>

For the rules governing student complaints, visit: [texreg.sos.state.tx.us/public/readtac\\$ext.TacPage?sl=T&app=9&p_dir=N&p_rloc=177926&p_tloc=&p_ploc=1&pg=3&p_tac=&ti=19&pt=1&ch=1&rl=116](http://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=T&app=9&p_dir=N&p_rloc=177926&p_tloc=&p_ploc=1&pg=3&p_tac=&ti=19&pt=1&ch=1&rl=116)

Texas State Board of Nursing

333 Guadalupe, Suite 3-460
Austin, TX 78701-3944
(512) 305-7400
www.bon.texas.gov/contact_us.asp

Texas Workforce Commission Career Schools and Colleges

101 East 15th Street, Room 226T
Austin, TX 78778-0001
(512) 936-6959
twc.texas.gov/partners/career-schools-colleges-resources

Utah Division of Consumer Protection

160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601
consumerprotection.utah.gov

Utah State Board of Nursing

Heber M. Wells Bldg., 4th Floor,
160 East 300 South
Salt Lake City, Utah 84111
(801) 530-6628
<http://ncsbn.org>

Virginia Board of Nursing

Perimeter Center
9960 Mayland Drive, Suite 300
Henrico, Virginia 23233-1463
(804) 367-4515
<https://www.dhp.virginia.gov>

State Council of Higher Education for Virginia (SCHEV)

101 North 14th Street
10th Floor, James Monroe Building
Richmond, Virginia 23219
(804) 225-2600
<https://www.schev.edu/>

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.

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.

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 complaint process visit the [AZ SARA Complaint page](#).