

Grievance and Appeals Policy - Undergraduate Degree, Certificate, and Not for Credit Programs

Occasionally, a problem may arise between a student and another party, or with some aspect of the College. Students are encouraged to verbally communicate their concerns to the appropriate person. The following are the steps the student should take to resolve concerns:

Step 1: Communicate with the appropriate instructor or staff member.

Step 2: Communicate with the Campus President/Manager. A “Complaint Form” can be obtained from the Campus President/Manager or the Education Department.

Step 3: The Campus President/Manager will meet with the student to discuss the issue. The Campus President/Manager may also meet with the other party(ies) to attempt to resolve the issue.

Step 4: Unresolved concerns may be appealed within fourteen (14) days to the Grievance Committee in writing. The Grievance Committee may be comprised of the following people, but is not limited to, the Campus President/Manager, and/or instructor.

The following steps must be followed:

- a. All parties involved must complete a “Complaint Form”.
- b. All documentation must be received prior to the meeting.
- c. All persons involved with the incident/complaint will be in attendance.
- d. Testimony will be presented by the student and all other parties involved and will be recorded in the official minutes.
- e. After all testimony is presented, the student and other parties will be excused.
- f. The Grievance Committee has the responsibility for reaching a decision within fourteen (14) days that is in balance with the best interests of both the student and the College.

Step 5: If a student believes that the College did not address the complaint or concern, the student may consider contacting the Vice President of Student Finance and Compliance at 775-525-2152.

Step 6:

Alaska

A student or any member of the public may file a complaint or appeal about this institution with the Alaska Commission on Postsecondary Education, PO Box 110505 Juneau, Alaska 99811-0505, Phone (907) 465-6741, Fax (907) 465-5316.

A copy of the Commission’s Complaint Form is available at the school and may be obtained by contacting the Campus President/Manager.

California

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 or P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, (888) 370-7589 or by fax (916) 263-1897. Students may contact the Bureau to file a grievance prior to filing a grievance with the College.

Montana

After exhausting the above remedies student complaints concerning consumer protection violations should be directed to the Montana Department of Justice Office of Consumer Protection <http://www.doj.mt.gov/consumer/>. Complaints concerning institutional academic practices may be directed to the Accrediting Council for Independent Colleges and Schools, 750 First Street NE, Suite 980, Washington, DC, 20002-4241, (202) 336-6780.

New Mexico

Grievances and appeals are reviewed by an impartial representative of the College who is not directly involved in the area of the complaint; this may include, but is not limited to, the Campus President/Manager, member of the Grievance Committee, or Vice President of Student Finances and Compliance. The College will take no adverse action against the complainant for registering the complaint.

A student or other party not satisfied with an institution's resolution of a complaint may submit a complaint to the New Mexico Higher Education Department (NMHED) in writing on a form provided by NMHED/PPSD available at <http://www.hed.state.nm.us/institutions/complaints.aspx>. A student must file a complaint with NMHED/PPSD within three (3) years of his/her last date of enrollment. The information may be submitted to NMHED/PPSD, 2044 Galisteo Street, Suite 4, Santa Fe, NM 87505-2100, (505) 476-8400.

Oklahoma

If the student pursues the complaint via the institution's formal procedures for complaints to the highest level possible and still perceives the concerns have not been adequately addressed, the student may file a complaint against a higher education institution in Oklahoma with the Oklahoma State Regents for Higher Education (OSRHE). Complaints must be submitted on the official student complaint form. OSRHE staff request permission to contact the institution on the student's behalf to identify any possible resolution. The student complaint form is available on OSRHE's website at <http://www.okhighered.org/current-college-students/complaints.shtml>. OSRHE may be contacted at 655 Research Parkway, Suite 200, Oklahoma City, OK 73101, 405-225-9100.

Washington

Students in Certificate programs: nothing in this grievance policy prevents you from contacting the Workforce Training and Education Coordinating Board, 128 10th Avenue SW, Olympia, WA 98504-3105, (360) 709-4600, at any time.

Students in Associate's, Bachelor's programs: once the College grievance process is completed, a student may contact the Washington Student Achievement Council (WSAC). WSAC has authority to investigate student complaints against specific schools. WSAC may not be able to investigate every student complaint. Visit <http://www.wsac.wa.gov/student-complaints> for information regarding the WSAC complaint process.

Wyoming

Complaints related to consumer protection should be submitted to the Wyoming Attorney General's Office. Additional information relative to consumer protection may be found at the following URL: <http://attorneygeneral.state.wy.us/consumer.htm>.

Complaints related to postsecondary licensure should be submitted to the Private School Licensing Program in the Wyoming Department of Education (WDE). The Student Complaint form may be found at the following URL: http://edu.wyoming.gov/Programs/schools/private_school_licensing.aspx.

Complaints related to quality of education should be submitted to the Private School Licensing Program in the Wyoming Department of Education (WDE). The Student Complaint form may be found at the following URL: http://edu.wyoming.gov/Programs/schools/private_school_licensing.aspx.

Step 7:

NC-SARA (For students that are not residents of Alaska, California, Montana, New Mexico, or Washington)

If a complaint is not resolved at the institutional level, a student enrolled via the policies and standards of the National Council for State Authorization Reciprocity Agreements (NC-SARA) may appeal to the portal agency of the home state in which the institution is legally domiciled, Washington Student Achievement Council (WSAC). Information on NC-SARA's complaint resolution process is available at <http://nc-sara.org/content/sara-policies-and-standards>.

Montana residents: Complaints concerning proper licensure under Montana law (see Board of Regents' Policy 221, <http://www.mus.edu/borpol/bor200/221.pdf>), including, if applicable, complaints related to State Authorization Reciprocity Agreement standards, may be directed to the Montana University System Office of the Commissioner of Higher Education, 2500 Broadway PO Box 203201, Helena, Montana 59620-3201, 406-444-6570.

Step 8: If a student does not feel that the College has adequately addressed a complaint or concern, the student may consider contacting the College's accrediting agency.

All complaints must be in written form, with permission from the complainant(s) for the Council to forward a copy of the complaint to the College for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Council. Please direct all inquiries to:

Accrediting Council for Independent Colleges and Schools
750 First Street N.E., Suite 980
Washington, DC, 20002-4223
202-336-6780

Step 9: Any student who has a complaint relating to the Title IV eligibility or administration, the quality of education received at the College, or otherwise relating to the accreditation standards of the College's former accrediting agency, ACICS, can submit a complaint directly to the College and/or any of the following:

- The US DOE's Office for Civil Rights Complaint website available at: <https://www2.ed.gov/about/offices/list/ocr/docs/howto.html>.
 - Documents may be emailed to ocr@ed.gov or mailed to U.S. Department of Education, Office for Civil Rights, Lyndon Baines Johnson Department of Education Bldg, 400 Maryland Avenue, SW, Washington, DC 20202-1100.
- The State Office of Attorney General:
 - **Alaska:** Office of the Attorney General, 1031 West 4th Avenue, Suite 200, Anchorage, AK 99501
 - **California:** Attorney General's Office, California Department of Justice, Attn: Public Inquiry Unit, P.O. Box 944255, Sacramento, CA 94244-2550
 - **Montana:** Attorney General, 215 N Sanders St, Helena, MT 59601
 - **New Mexico:** Office of the Attorney General, 111 Lomas Blvd NW, Ste 120, Albuquerque, NM 87102
 - **Washington:** Office of the Attorney General, 1125 Washington Street SE, PO Box 40100, Olympia, WA 98504-0100
- The State Office of Consumer Affairs:
 - **Alaska:** Alaska Department of Law, Consumer Protection Unit, 1031 West 4th Avenue, Suite 200, Anchorage, AK 99501
 - **California:** Department of Consumer Affairs, Consumer Information Division, 1625 North Market Blvd., Suite N 112, Sacramento, CA 95834
 - **Montana:** Montana Department of Justice Office of Consumer Protection, 555 Fuller Avenue, Helena, MT, 59601-3394 or P. O. Box 200151, Helena, MT 59620-0151
 - **New Mexico:** Consumer Protection Division 111 Lomas Blvd NW, Ste 120, Albuquerque, NM 87102
 - **Washington:** Attorney General's Office, Consumer Resource Center, 800 Fifth Avenue, Suite 2000, Seattle, WA 98104

Other interested individuals or agencies with a concern or grievance should contact Charter College administration. This information will then be forwarded to the appropriate department for review and possible resolution.