

Grievance/Complaint Procedure

Before initiating the formal grievance/complaint process, the student is encouraged to make every effort to resolve the problem informally with the person(s) alleged to have caused the grievance. The student may present the informal grievance/complaint in writing to the person(s) alleged to have caused the grievance. This attempt to resolve the grievance/complaint informally should be started as soon as the student first becomes aware of the act or condition that is the basis of the grievance/complaint.

Academic Grievance/Complaint

Step 1: Students who have academic concerns, complaints, or problems are expected to discuss them first with the involved faculty or staff member.

Step 2: If the issue is not resolved after this discussion, or if the issue is program-related, students should consult with the Program Director.

Step 3: If after discussion with the Program Director, the issue is not resolved, the student should submit the written grievance/complaint letter to complaint@bryanuniversity.edu. Academic grievances/complaints will be addressed by the Executive Director of Undergraduate Studies, who will respond within three business days.

Non-Academic Grievance/Complaint

Step 1: Non-academic concerns, complaints, or problems regarding a specific department or employee should be discussed directly with staff.

Step 2: If the issue is not resolved after this discussion, students should consult with the employee's supervisor/manager.

Step 3: If after discussion with the employee's supervisor/manager, the issue is not resolved, the student should submit the written grievance/complaint letter to complaint@bryanuniversity.edu. Non-academic grievances/complaints will be addressed by the Director/Leader of the department, who will respond within three business days.

Formal Grievance/Complaint

After you have followed the steps above first, students who feel that the issue is still unresolved may file a formal grievance/complaint with University Administration.

ATTN: Compliance Department Bryan University
350 West Washington Street, Suite 100
Tempe, AZ 85281
Email: compliance@bryanuniversity.edu

University Administration will review the submitted request and may schedule a personal interview with the student and/or staff or faculty involved with the issue. Interviews may be conducted in person or over the phone. The student will be informed, in writing, of any decision within ten (10) calendar days of receipt of the formal written grievance/complaint.

If the grievance/complaint cannot be resolved after exhausting the Institution's complaint/grievance procedure, the student may file a complaint with the:

Arizona State Board for Private Postsecondary Education
Physical Address: 1740 W. Adams, 3rd Floor, Phoenix, Arizona 85007
Phone: 602.542.5709 / Website: <https://ppse.az.gov/>

File a complaint via the following instructions: <https://ppse.az.gov/resources/complaint-forms>

Distance Education students who have completed the internal institutional grievance process and the applicable Arizona BPPE process, may appeal non-instructional complaints to the AZ SARA Council. For additional information on the complaint process, please visit the AZ SARA Complaint page: <https://azsara.arizona.edu/complaints>

Arizona Consumer Protection / Attorney General:
Physical Address: 1275 West Washington Street, Phoenix, Arizona 85007
File a complaint via the following site: <https://www.azag.gov/complaints/consumer>

Department of Education:
Physical address: 400 Maryland Avenue, SW. Washington, D.C. 20202
File a complaint via the following site: <https://studentaid.gov/feedback-center/>

Student Complaint Procedure: Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212
www.accsc.org | complaints@accsc.org

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting complaints@accsc.org or at <https://www.accsc.org/Student-Corner/Complaints.aspx>.