

## 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.

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.

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**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.

## 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:

### **ABHES**

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

**Arizona State Board of Nursing**

1740 W. Adams St., Suite 2000

Phoenix, AZ 85007

(602) 771-7800

<https://azbn.gov/>

**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>

**California Board of Registered Nursing**

P.O. Box 944210

Sacramento, CA 95244-2100

(916) 574-7600

<https://rn.ca.gov/>

**California Bureau for Private Postsecondary Education**

P.O. Box 980818

West Sacramento, CA 95798-0818

(888) 370-7589

<https://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

<https://floridasnursing.gov/contact/>**Florida Commission for Independent Education**

325 W. Gaines St., Suite 1414

Tallahassee, FL 32399-0400

Fax: (850) 245-3238

Email: [cieinfo@fldoe.org](mailto:cieinfo@fldoe.org)<https://www.fldoe.org/>**Georgia Board of Nursing**

3920 Arkwright Rd., Suite 195

Macon, Georgia 31210

(404) 424-9966

Email: [Contact the Office of Secretary of State Licensing Division | Georgia Secretary of State](#)**Georgia Nonpublic Postsecondary Education Commission**

2082 East Exchange Place

Tucker, GA 30084 US

(770) 414-3300

Email: [Contact GNPEC | Georgia Nonpublic Postsecondary Education Commission](#)**Michigan State Board of Nursing**

611 W. Ottawa

Lansing, MI 48933

(517) 241-0199

<https://michigan.gov>**State of Michigan Department of Labor and Economic Opportunity Employment & Training,  
Post-Secondary Schools**

P.O. Box 30805

Lansing, MI 48933

(517) 335-4000

[LEO - Post Secondary Schools](#)

**Missouri Board of Nursing**

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

**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>

**Nevada State Board of Nursing**

5820 S. Eastern Ave., Suite 200  
Las Vegas, NV 89119  
(702) 486-5800  
[nevadanursingboard.org](http://nevadanursingboard.org)

**Nevada Commission on Postsecondary Education**

2800 E. St. Louis  
Las Vegas, NV 89104  
(702) 486-7330  
<https://cpe.nv.gov/>

**Ohio State Board of Nursing**

17 S. High St., Ste. 660  
Columbus, OH 43215  
(614) 466-3947  
<https://nursing.ohio.gov/>

**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  
Email: [bpsr@scr.state.oh.us](mailto:bpsr@scr.state.oh.us)  
<http://scr.ohio.gov/>

**South Carolina Board of Nursing**

110 Centerview Dr.  
Columbia, SC 29210  
(803) 896-4550  
[nurseboard@llr.sc.gov](mailto:nurseboard@llr.sc.gov)

**South Carolina Commission on Higher Education**

Argentini Anderson, Assistant Director Academic Affairs & Licensing ([aanderson@che.sc.gov](mailto:aanderson@che.sc.gov))

1122 Lady Street, Suite 400

Columbia, SC 29201

(803) 856-0511

<https://che.sc.gov>

**Texas State Board of Nursing**

333 Guadalupe, Suite 3-460

Austin, TX 78701-3944

(512) 305-7400

[www.bon.texas.gov/contactus.asp](http://www.bon.texas.gov/contactus.asp)

**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/students-complaints/>

For the rules governing student complaints visit: [Home - Rules & Meetings](#)

**Texas Workforce Commission**

Career Schools and Colleges

101 E. 15th Street, Room 226T

Austin, TX 78778-0001

(512) 936-6959

<https://www.twc.texas.gov/partners/career-schools-colleges-resources>

**Utah State Board of Nursing**

Heber M. Wells Bldg., 4th Floor

160 East 300 South

Salt Lake City, UT 84111

(801) 530-6628

<https://ncsbn.org/>

**Utah Division of Consumer Protection**

160 East 300 South

PO Box 146704

Salt Lake City, UT 84114-6704

(801) 530-6601

<https://consumerprotection.utah.gov/>

**Virginia Board of Nursing**

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

**State Council of Higher Education for Virginia (SCHEV)**

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

**Wisconsin Department of Safety and Professional Services  
Division of Legal Services and Compliance**

P.O. Box 7190  
Madison, WI 53707-7190  
(608) 266-2112  
(877) 617-1565  
DSPS Registered Nurse

**Educational Approval Program**

P.O. Box 8366  
Madison, WI 53708-8366  
(608) 266-2112, ext. 8  
(877) 617-1565  
[DSPSEAP@wisconsin.gov](mailto:DSPSEAP@wisconsin.gov)  
DSPS Educational Approval Program

**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.