

Complaints & Grievances

A grievance or complaint is a written expression of dissatisfaction or concern submitted by a student regarding an Arizona College of Nursing action, decision, process, condition, or experience, for which the student seeks review or resolution through the procedures set forth in this Policy.

The grievance process is intended to address concerns involving the application of College policies or procedures, the fairness of administrative actions, or other matters affecting the student's educational experience. It is not intended to provide a mechanism for challenging matters of academic judgment, including the assignment of grades, or for requesting exceptions to established academic or institutional policies.

Requests for exceptions to College requirements or decisions, such as petitions to remain enrolled following an academic dismissal, requests for readmission, or other appeals seeking relief from the application of an academic or institutional policy, must be submitted through the applicable appeal process described in the College Catalog or other governing policies. An appeal requests that the College reconsider or grant an exception to a decision or policy, whereas a grievance alleges that a College action, decision, or process was improper, unfair, inconsistent with College policy, or otherwise warrants review.

Submission of a grievance or complaint does not mean that the matter falls within the scope of this Policy. The College will determine whether the issue is appropriately addressed under the grievance procedures or should instead be resolved through another applicable policy or process, including the appeal procedures.

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;

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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.

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. 14th 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 730
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/document-category/complaints>

California Board of Registered Nursing

P.O. Box 944210

Sacramento, CA 95244-2100

(916) 322-3350

<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/>

Connecticut Board of Examiners for Nursing

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) 245-3200

Email: 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

(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) 335-5858

[LEO - Post Secondary Schools](#)

Missouri Division of Professional Registration - Board of Nursing

3605 Missouri Blvd
Jefferson City, MO 65109
(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 65102-1469
(573) 751-2361
<https://dhewd.mo.gov>

Nevada State Board of Nursing

5820 S. Eastern Ave., Suite 200
Las Vegas, NV 89119
(888) 590-6726
nevadanursingboard.org

Nevada Commission on Postsecondary Education

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

Ohio Board of Nursing

8995 East Main Street
Reynoldsburg, OH 43068
(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
<http://scr.ohio.gov/>

Ohio Department of Higher Education

25 South Front Street
Columbus, OH 43215
(614) 466-6000
<https://highered.ohio.gov/home>

South Carolina Board of Nursing

110 Centerview Dr.
Columbia, SC 29210
(803) 896-4550
<https://llr.sc.gov/nurse/>

South Carolina Commission on Higher Education

Argentini Anderson, Assistant Director Academic Affairs & Licensing (aanderson@che.sc.gov)
1122 Lady Street, Suite 400
Columbia, SC 29201
(803) 737-2260
<https://che.sc.gov>

Texas State Board of Nursing

1801 Congress Avenue, Suite 10-200
Austin, TX 78701
(512) 305-7400
<https://www.bon.texas.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/student-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) 936-3100
<https://www.twc.texas.gov/partners/career-schools-colleges-resources>

Utah Department of Commerce, Division of Professional Learning

Heber M. Wells Bldg., 4th Floor
P.O. Box 146741
Salt Lake City, UT 84111
(801) 530-6628
<https://commerce.utah.gov/dopl/nursing/>

State of Utah Department of Commerce, Division of Consumer Protection

PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601
<https://dcp.utah.gov/for-businesses/postsecondary-schools-and-state-authorization/>



Virginia Board of Nursing

Perimeter Center
9960 Mayland Dr., Suite 300
Henrico, VA 23233-1463
(804) 367-45400
<https://www.dhp.virginia.gov/Boards/Nursing/>

State Council of Higher Education for Virginia (SCHEV)

(804) 225-2600
<https://ppe.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
Email: 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.

To file a complaint against Arizona College of Nursing the student should visit:

[Complaint Process | AZ Sara](#)

