

# Financial Aid Complaint and Grievance Procedures

## Student Complaint and Grievance Procedure

Students may submit complaints in writing to the Vice President and Provost or other officials of a site or to University level personnel including vice presidents and the President. In compliance with federal regulations as interpreted by the Higher Learning Commission (accrediting agency), the University maintains a record of complaints sent by enrolled students to the president, vice presidents, provosts, and deans or directors of academic programs. The complaints recorded include only complaints submitted in writing and signed by a student.

No information identifying the individual(s) making the complaint is made available to the accrediting association. Students may review a record of anonymously tracked complaints that include academic grievances. The University Registrar maintains the database of formal complaints, and at least once a year, issues a report summarizing the complaints and their status. The following information is recorded in the complaint database:

- The date the complaint was formally submitted;
- The nature of the complaint;
- The steps taken to resolve the complaint;
- The University's final decision regarding the complaint; and
- External actions, if known, initiated by the student to resolve the complaint and outcome of such actions.

## State of Arizona Complaints

Arizona State Board for Private Post-Secondary Education  
1400 W. Washington, Room 26  
Phoenix, AZ 85007  
Phone: 602-542-5709  
Website: [www.azppse.gov](http://www.azppse.gov)

## State of Indiana Complaints

<http://www.in.gov/che/2744.htm>

## State of Kansas Complaints

- Complaints related to the application of state laws or rules related to approval to operate or licensure of a particular professional program within a postsecondary institution shall be referred to the appropriate State Board (i.e., State Boards of Health, State Board of Education, and so on) within the Kansas State Government and shall be reviewed and handled by that licensing board ([www.kansas.gov/agencies/](http://www.kansas.gov/agencies/) and then search for the appropriate division);
- Complaints related to state consumer protection laws (e.g., laws related to fraud or false advertising) shall be referred to the Consumer Protection Division in the office of the Kansas Attorney General and shall be reviewed and handled by that Unit (<http://ag.ks.gov/consumer-protection>).

## State of Wisconsin Complaints

<http://eab.state.wi.us/resources/complaint.asp>

## Higher Learning Commission (HLC)

Allegations regarding noncompliance with accreditation standards, policies, and procedures may be made to HLC, 230 South LaSalle Street, Suite 7-500, Chicago, IL 60604. (The Commission's complaint policy, procedure and the Complaint form may be found on their website, <https://www.hlcommission.org/Student-Resources/complaints.html>).