



## **Grievance Procedure**

While the Graduate School endeavors to maintain a congenial and responsive atmosphere for its students conducive with its educational purposes of AGSE, it recognizes that from time to time, misunderstandings and disagreements may arise during the course of a student's enrollment.

In response to this situation, AGSE has established procedures to resolve problems and ensure fair adjudication of student rights.

### **Informal Procedures**

Initially, disagreements, complaints, misunderstandings and grievances can be resolved by the Graduate School by using informal discussion, exchanges, persuasion, and other informal procedures. It is the intent of this policy to maximize these informal procedures so long as such measures prove effective.

The formal procedure provisions of this policy should be set in motion only when the informal procedures prove to be or manifestly will be ineffective. It is expected that the great majority of cases will continue to be handled in accordance with informal procedures.

### **Complaint**

If a student feels that he or she has been treated unfairly or unjustly by an employee, online mentor, learning coach, or professor with regard to an academic process such as grading, testing, or assignments, the student must submit a written statement of the grievance to the American Graduate School of Education, office of the Vice President for Student Affairs, who is the final authority on all academic matters.

If a student has a grievance on the basis of race, color, gender, religion, age, marital status, national origin, physical disability, veteran's status, any other basis prohibited by applicable US federal, state, or local laws or any other matter, the student should contact the Vice President for Student Affairs. The student's grievance will be assessed within 30 days.

If the complaint cannot be resolved after exhausting the Institute's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details.

The State Board address is:  
1400 W. Washington, Room 260  
Phoenix, AZ 85007  
Phone: 602 542-5709  
Website: <http://www.ppse.az.gov>