

## GRIEVANCE POLICY

American National University has adopted an internal grievance procedure for prompt resolution of student complaints, including allegations of discrimination on the basis of race, color, religion, creed, ancestry, gender, marital status, sexual orientation, national origin, age, physical or other disability, military or veteran status, or receipt of public assistance.

Any student who has a complaint should address it as follows:

1. A complaint should be filed in writing with the Program Dean or Chairperson with responsibility for the program of study in which the student is enrolled. The complaint should contain the name, address, telephone number, and email address of the student filing the complaint, a brief description of the circumstances giving rise to the complaint, and written statements from all other persons involved in the complaint who wish to be heard. The complaint should be filed by email to [FormalGrievance@an.edu](mailto:FormalGrievance@an.edu).
  - a. A complaint should be filed within thirty (30) days of an alleged incident or one (1) week after the complainant becomes aware of the circumstances giving rise to the complaint, whichever is later.
  - b. The Program Dean or Chairperson will investigate the complaint, making a determination, and take such action as he or she deems appropriate within 10 days of receiving the complaint.
2. If the complainant is not satisfied with the determination or action of the Program Dean or Chairperson, he or she may make a written appeal within thirty (30) days of the determination or action of the Program Dean or Chairperson to the Chief Academic Officer (CAO) for complaints which relate to academic issues, or to the Senior Executive Vice President for Operations (SEVP) for all other complaints. The appeal should be filed by email to [GrievanceAppeal@an.edu](mailto:GrievanceAppeal@an.edu).
  - a. The appeal should contain the name, address, telephone number, and email address of the student filing the appeal, a brief description of the circumstances giving rise to the original complaint, and a brief description of the reason why the student believes the determination and action of the Program Dean or Chairperson to be in error.
  - b. The Chief Academic Officer (CAO) or the Senior Executive Vice President (SEVP) will consider the appeal, make a determination, and take such action as he or she deems appropriate within 10 days of receiving the appeal.
3. If the complainant is not satisfied with the determination or action of the Chief Academic Officer (CAO) or the Senior Executive Vice President (SEVP), he or she along with all persons involved in the complaint may make a written appeal within thirty (30) days of the determination or action of the CAO or SEVP to the President of the University. The appeal should be filed by email to [GrievanceAppeal@an.edu](mailto:GrievanceAppeal@an.edu).

- a. The appeal should contain the name, address, telephone number, and email address of all persons involved in the complaint which prompted the appeal, a brief description of the circumstances giving rise to the original complaint, and a brief description of the reason why the student believes the determination and action of the Program Dean or Chairperson and the CAO or SEVP to be in error.
- c. The President will consider the appeal, make a determination, and take such action as he or she deems appropriate within 10 days of receiving the appeal.

Should the issue not be resolved at the University level, the student may at any time contact the Accrediting Bureau of Health Education Schools (ABHES) at 6116 Executive Blvd., Suite 750, North Bethesda, MD 20852, or by phone at (301) 291-7550.

In addition to the above, the student may submit a complaint to the approval or licensing authority in his/her home state. American National University of Kentucky is a Kentucky institution, and all students may contact:

Kentucky Students: Council on Postsecondary Education, 100 Airport Rd., 3<sup>rd</sup> Floor, Frankfort, KY 40601, (502) 573-1555.

**In addition to the institution's home state, students may contact the NC SARA Portal Entity in their home state using the contact information below:**

<p><u>Alabama</u> Alabama Commission on Higher Education 100 North Union St. Montgomery, AL 36104</p> <p>Ron Leonard Director of Special Initiatives Email: <a href="mailto:ron.leonard@ache.edu">ron.leonard@ache.edu</a></p>	<p><u>Alaska</u> Alaska Commission on Postsecondary Education P.O. Box 110505 Juneau, AK 99811</p> <p>Tyler Eggen Institutional Authorization Program Coordinator Email: <a href="mailto:tyler.eggen@alaska.gov">tyler.eggen@alaska.gov</a></p>
<p><u>Arizona</u> Arizona SARA Council 2323 w 14<sup>th</sup> St. Tempe, AZ 85281</p> <p>Lanna Dueck Executive Director <a href="mailto:Ldueck.azsara@riosalado.edu">Ldueck.azsara@riosalado.edu</a></p>	<p><u>Arkansas</u> Arkansas Department of Education Division of Higher Education 423 Main St., Ste 400 Little Rock, AR 72201</p> <p>Alana Colburn Associate Director of Private Postsecondary Education and Transfer Programs Email: <a href="mailto:alana.colburn@adhe.edu">alana.colburn@adhe.edu</a></p>

<p><u>California</u> Bureau for Private Postsecondary Education 1747 North Market Blvd, Suite 225 Sacramento, CA 95834</p> <p>Deborah Cochrane Chief Email: <a href="mailto:bppe.enforcement@dca.ca.gov">bppe.enforcement@dca.ca.gov</a></p>	<p><u>Colorado</u> Colorado Department of Higher Education 1600 Broadway, Suite 2200 Denver, CO 80202 Heather DeLange Director – Office of Private Postsecondary Education Email: <a href="mailto:heather.delange@dhe.state.co.us">heather.delange@dhe.state.co.us</a></p>
<p><u>Connecticut</u> Connecticut Office of Higher Education 450 Columbus Blvd., Ste 707 Hartford, CT 06103-1841</p> <p>Sean Seepersad, PhD Division Director of Academic Affairs Email: <a href="mailto:sean.seepersad@ct.gov">sean.seepersad@ct.gov</a></p>	<p><u>Delaware</u> Delaware Department of Education 401 Federal St., Suite 2 Dover, DE 19901</p> <p>Leigh Weldin College Success Program Coordinator Email: <a href="mailto:leigh.weldin@doe.k12.de.us">leigh.weldin@doe.k12.de.us</a></p>
<p><u>District of Columbia</u> Higher Education Licensure Commission 1050 First Street, NE, 5<sup>th</sup> Floor Washington, DC 20002</p> <p>Terasita Edwards Executive Director Email: <a href="mailto:terasita.edwards@dc.gov">terasita.edwards@dc.gov</a></p>	<p><u>Florida</u> Commission for Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399</p> <p>Brady Lyon Educational Policy Director Email: <a href="mailto:brady.lyon@fidoe.org">brady.lyon@fidoe.org</a></p>
<p><u>Georgia</u> Georgia Nonpublic Postsecondary Education Commission (GNPEC) 2082 E. Exchange Pl, Suite 220 Tucker, GA 30084</p> <p>Magda Rivers Deputy Director/GA-SARA Coordinator Email: <a href="mailto:mrivers@gnpec.ga.gov">mrivers@gnpec.ga.gov</a></p>	<p><u>Hawaii</u> Hawaii Postsecondary Education Authorization Program (HPEAP) Department of Commerce &amp; Consumer Affairs PO Box 541 Honolulu, HI 96809</p> <p>Jayson Horiuchi Program Administrator Email: <a href="mailto:hpeap@dcca.hawaii.gov">hpeap@dcca.hawaii.gov</a></p>
<p><u>Idaho</u> Idaho State Board of Education PO Box 83720 Boise, ID 83720</p> <p>Tamara Baysinger State Authorization Manager Email: <a href="mailto:tamara.baysinger@osbe.idaho.gov">tamara.baysinger@osbe.idaho.gov</a></p>	<p><u>Illinois</u> Illinois Board of Higher Education 1 N. Old State Capitol Plaza, Suite 333 Springfield, IL 62701-1377</p> <p>Nkechi Onwuameze, Phd. Senior Associate Director for Academic Affairs – Email: <a href="mailto:sara@ibhe.org">sara@ibhe.org</a></p>

<p><u>Indiana</u> Indiana Commission for Higher Education/Indiana Board for Proprietary Education 101 W Ohio St., Suite 300 Indianapolis, IN 46204-4206</p> <p>Ross Miller Director of State Authorization and Reciprocity Email: <a href="mailto:rmiller@che.in.gov">rmiller@che.in.gov</a></p>	<p><u>Iowa</u> Iowa College Aid 475 SW 5<sup>th</sup> Street, Suite D Des Moines, IA 50309</p> <p>Lisa Pundt Compliance Officer Email: <a href="mailto:lisa.pundt@iowa.gov">lisa.pundt@iowa.gov</a></p>
<p><u>Kansas</u> Kansas Board of Regents 1000 SW Jackson, Suite 520 Topeka, KS 66612-1368</p> <p>Jennifer Armour Associate Director Academic Affairs Email: <a href="mailto:jarmour@ksbor.org">jarmour@ksbor.org</a></p>	<p><u>Kentucky</u> Kentucky Council on Postsecondary Education 100 Airport Rd., 3<sup>rd</sup> Floor Frankfort, KY 40601</p> <p>Kathy Garrett Director, State Authorization and Reciprocity Email: <a href="mailto:garrett@ky.gov">garrett@ky.gov</a></p>
<p><u>Louisiana</u> Louisiana Board of Regents 1201 N. Third St., Suite 6-200 Baton Rouge, LA70802</p> <p>LeAnn Detillier Assistant Commissioner for Program Administration Email: <a href="mailto:leann.detillier@laregents.edu">leann.detillier@laregents.edu</a></p>	<p><u>Maine</u> Maine Department of Higher Education 23 State House Station Augusta, ME 04333-0023</p> <p>Michael T. Perry Acting Director of Higher Education &amp; Educator Supports Email: <a href="mailto:michael.t.perry@maine.gov">michael.t.perry@maine.gov</a></p>
<p><u>Maryland</u> Maryland Higher Education Commission 6 N. Liberty St., 10<sup>th</sup> Floor Baltimore, MD 21201</p> <p>Alexandra (Alix) Chaillou Associate Director, Institution Review Email: <a href="mailto:Alexandra.Chaillou@maryland.gov">Alexandra.Chaillou@maryland.gov</a></p>	<p><u>Massachusetts</u> Massachusetts Department of Higher Education One Ashburton Pl, Rm. 1401 Boston, MA 02108</p> <p>Alex Nally Deputy General Counsel Email: <a href="mailto:anally2@dhe.mass.edu">anally2@dhe.mass.edu</a></p>

<p><u>Michigan</u> Michigan Department of Labor and Economic Opportunity PO Box 30805 Lansing, MI 48909</p> <p>James R. Farhat State Administrative Manager, Workforce Development, Post Secondary &amp; State Approving Section Email: <a href="mailto:farhatj@michigan.gov">farhatj@michigan.gov</a></p>	<p><u>Minnesota</u> Minnesota Office of Higher Education 1450 Energy Park Dr., Suite 350 Saint Paul, MN 55108</p> <p>Andrew Wold General Counsel Email: <a href="mailto:Andrew.wold@state.mn.us">Andrew.wold@state.mn.us</a></p>
<p><u>Mississippi</u> Mississippi Commission on College Accreditation 3825 Ridgewood Rd. Jackson, MS 39211</p> <p>Dr. Sheriece Robinson Director of Regulatory Affairs Email: <a href="mailto:srobinson@mississippi.edu">srobinson@mississippi.edu</a></p>	<p><u>Missouri</u> Missouri Department of Higher Education and Workforce Development PO Box 1469 Jefferson City, MO 65102-1469</p> <p>Joshua Fischer Program Specialist Email: <a href="mailto:Joshua.Fischer@dhewd.mo.gov">Joshua.Fischer@dhewd.mo.gov</a></p>
<p><u>Montana</u> Montana University System PO Box 203201 Helena, MT 59620</p> <p>Joe Thiel Interim Deputy Commissioner for Academic, Research, and Student Affairs Email: <a href="mailto:StateAuthorization@montana.edu">StateAuthorization@montana.edu</a></p>	<p><u>Nebraska</u> Nebraska Coordinating Commission for Postsecondary Education PO Box 95005 Lincoln, NE 68509-5005</p> <p>Kathleen L. Fimple, Ph.D Academic Programs Officer Email: <a href="mailto:kathleen.fimple@nebraska.gov">kathleen.fimple@nebraska.gov</a></p>
<p><u>Nevada</u> Nevada System of Higher Education 2601 Enterprise Rd. Reno, NV 89512</p> <p>Terina Caserto Senior Analyst, Academic and Student Affairs Email: <a href="mailto:tcaserto@nshe.nevada.edu">tcaserto@nshe.nevada.edu</a></p>	<p><u>New Hampshire</u> New Hampshire Department of Education 101 Pleasant Street Concord, NH 03301</p> <p>Nicholas W. Marks, Ed.D. Administrator for Higher Education Email: <a href="mailto:nicholas.w.marks@doe.nh.gov">nicholas.w.marks@doe.nh.gov</a></p>

<p><u>New Jersey</u> New Jersey Office of the Secretary of Higher Ed 20 W. State St., 4<sup>th</sup> FL – PO Box 542 Trenton, NJ 08625</p> <p>Eric Taylor, Esq. Director, Office of Licensure Email: <a href="mailto:eric.taylor@oshe.nj.gov">eric.taylor@oshe.nj.gov</a></p>	<p><u>New Mexico</u> New Mexico Higher Education Department 2044 Galisteo Street, Suite 4 Santa Fe, NM 87505-2100</p> <p>Alicia Armijo Constituent Services Coordinator &amp; NC-SARA Coordinator Email: <a href="mailto:alicia.armijo@hed.nm.gov">alicia.armijo@hed.nm.gov</a></p>
<p><u>New York</u> New York State Education Department 89 Washington Ave. Albany, NY 12234</p> <p>Andrea Richards Supervisor of Higher Education Programs Email: <a href="mailto:IHEauthorize@nysed.gov">IHEauthorize@nysed.gov</a></p>	<p><u>North Carolina</u> North Carolina State Education Assistance Authority PO Box 14103 Research Triangle Park, NC 27709</p> <p>Terrence R. Scarborough, M.P.A. Director of SARA North Carolina Email: <a href="mailto:terrence@saranc.org">terrence@saranc.org</a></p>
<p><u>North Dakota</u> North Dakota University System 600 E. Boulevard Ave., Dept. 215 Bismarck, ND 58505-0230</p> <p>Claire Gunwall Director of Academic Affairs &amp; Workforce Innovation Email: <a href="mailto:claire.gunwall@ndus.edu">claire.gunwall@ndus.edu</a></p>	<p><u>Ohio</u> Ohio Department of Higher Education 25 South Front St. Columbus, OH 43215</p> <p>Matt Exline Senior Director of Program Approval Operations Email: <a href="mailto:mexline@highered.ohio.gov">mexline@highered.ohio.gov</a></p>
<p><u>Oklahoma</u> Oklahoma State Regents for Higher Education 655 Research Pkwy, Ste 200 – PO Box 108850 Oklahoma City, OK 73101-8850</p> <p>Elizabeth Walker Coordinator for Academic Affairs Administration Email: <a href="mailto:walker@osrhe.edu">walker@osrhe.edu</a></p>	<p><u>Oregon</u> Oregon Higher Education Coordinating Commission 3225 25<sup>th</sup> St. SE Salem, OR 97302</p> <p>Veronica Dujon Director, Office Academic Policy and Authorization Email: <a href="mailto:veronica.dujon@state.or.us">veronica.dujon@state.or.us</a></p>

<p><u>Pennsylvania</u>  Pennsylvania Division of Higher Education,  Access, and Equity  333 Market St.  Harrisburg, PA 17126</p> <p>Jennifer Stone  Higher Education Associate II  <a href="mailto:jennstone@pa.gov">jennstone@pa.gov</a></p>	<p><u>Puerto Rico</u>  Puerto Rico State Department-Education Dept.  PO Box 9023271  San Juan, PR 00902-3271</p> <p>Neydaliz Vega  Economic Program Analyst  Email: <a href="mailto:nvega@estado.pr.gov">nvega@estado.pr.gov</a></p>
<p><u>Rhode Island</u>  Rhode Island Office of the Postsecondary  Commissioner  560 Jefferson Blvd.  Warwick, RI 02886-1304</p> <p>Rebecca Ryan  Coordinator of Veterans Education and State  Approving Agency  Email: <a href="mailto:rebecca.ryan@riopc.edu">rebecca.ryan@riopc.edu</a></p>	<p><u>South Carolina</u>  South Carolina Commission in Higher Education  1122 Lady Street, Suite 400  Columbia, SC 29201</p> <p>Argentini Anderson, Ph.D.  Assistant Director, Academic Affairs  Email: <a href="mailto:aanderson@che.sc.gov">aanderson@che.sc.gov</a></p>
<p><u>South Dakota</u>  South Dakota Board of Regents  306 E. Capitol Ave., Suite 200  Pierre, SD 57501</p> <p>Katie Hubbart  Academic Affairs Specialist, South Dakota SARA  Coordinator  Email: <a href="mailto:katie.hubbart@sdbor.edu">katie.hubbart@sdbor.edu</a></p>	<p><u>Tennessee</u>  Tennessee Higher Education Commission  312 Rosa L. Parks Ave., 9<sup>th</sup> FL  Nashville, TN 37243</p> <p>Julie Woodruff  Senior Compliance Counsel, Regulatory  Compliance Division  Email: <a href="mailto:Julie.woodruff@tn.edu">Julie.woodruff@tn.edu</a></p>
<p><u>Texas</u>  Texas Higher Education Coordinating Board  PO Box 12788  Austin TX 78711</p> <p>Cathie A. Maeyaert, J.D.  Director, Private Postsecondary Institutions  Email: <a href="mailto:cathie.maeyaert@highered.texas.gov">cathie.maeyaert@highered.texas.gov</a></p>	<p><u>U.S. Virgin Islands</u>  University of the Virgin Islands  #2 John Brewers Bay  St. Thomas, VI 00902</p> <p>Dr. Nigel Edwards  Vice Provost Enrollment Services  Email: <a href="mailto:Nigel.Edwards@uvi.edu">Nigel.Edwards@uvi.edu</a></p>

<p><u>Utah</u> Utah System of Higher Education – Board of Regents Building, The Gateway 60 South 400 West Salt Lake City, UT 84101</p> <p>Cynthia “Cyd” Grua Office of the Commissioner for Higher Education Email: <a href="mailto:cgrua@ushe.edu">cgrua@ushe.edu</a></p>	<p><u>Vermont</u> Vermont Agency of Education 1 National Life Dr., Davis 5<sup>th</sup> FL Montpelier, VT 05620</p> <p>Cassandra Ryan Director of Regulatory Compliance Email: <a href="mailto:Cassandra.ryan@vermont.gov">Cassandra.ryan@vermont.gov</a></p>
<p><u>Virginia</u> State Council of Higher Education for Virginia 101 N. 14<sup>th</sup> Floor Richmond, VA 23219</p> <p>Darlene Derricott Director of Academic Services Email: <a href="mailto:darlenederricott@schev.edu">darlenederricott@schev.edu</a></p>	<p><u>Washington</u> Washington Student Achievement Council 917 Lakeridge Way SW Olympia, WA 98502</p> <p>Sam Loftin, JD Director of Consumer Protection Email: <a href="mailto:saml@wsac.wa.gov">saml@wsac.wa.gov</a></p>
<p><u>West Virginia</u> West Virginia Higher Education Policy Commission 1018 Kanawha Blvd., Suite 700 Charleston, WV 25301</p> <p>Lucy Kefauver Director of Online Learning Email: <a href="mailto:lucy.kefauver@wvhepc.edu">lucy.kefauver@wvhepc.edu</a></p>	<p><u>Wisconsin</u> University of Wisconsin System Administration, Office of Compliance &amp; Integrity 1220 Linden Dr., Room 1840 Madison, WI 53706</p> <p>Paige Smith Chief Compliance Officer Email: <a href="mailto:psmith@uwsa.edu">psmith@uwsa.edu</a></p>
<p><u>Wyoming</u> Wyoming Community College Commission 2300 Capitol Ave., 5<sup>th</sup> Fl, Ste B Cheyenne, WY 82002</p> <p>Rob Dennis Chief Operating Officer Email: <a href="mailto:rob.dennis@wyo.gov">rob.dennis@wyo.gov</a></p>	