

## 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.
- b. 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 Distance Education Accrediting Commission at 1101 17<sup>th</sup> St. NW, Suite 808, Washington DC 20036 or by phone at (202) 234-5100.

In addition to the above, the student may submit a complaint to the approval or licensing authority in his/her home state using the contact information below.

Virginia Students: State Council of Higher Education for Virginia, James Monroe Building, 10th Floor, 101 N.14th Street, Richmond, VA 23219, (804) 225-2600.

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

Tennessee Students: Tennessee Higher Education Commission, 312 Rosa Parks Ave., 9<sup>th</sup> Floor, Nashville, TN 37243, (615) 741-3605.

West Virginia Students: West Virginia Higher Education Policy Commission, 1018 Kanawha Boulevard East, Suite 700, Charleston, WV 25301, (304) 558-2101.

This policy is applicable to students taking coursework under NC-SARA.

<https://nc-sara.org/sara-student-complaints-0/>

American National University is approved to offer GI Bill® educational benefits by the Virginia State Approving Agency. The Virginia State Approving Agency (SAA), is the approving authority of education and training programs for Virginia. The Virginia State Approving Agency investigates complaints of GI Bill® beneficiaries. While most complaints should initially follow the school grievance policy, if the situation cannot be resolved at the school, the beneficiary should contact T