



## **Grievance Policy**

While Acacia University endeavors to maintain a congenial and responsive atmosphere for its students conducive with its educational purposes, 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, Acacia University 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 University 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, including the allegation; all relevant names and dates, a brief description of the actions forming the basis of the complaint; and copies of any available documents or materials that support the allegations, to the Office of Student Affairs ([studentaffairs@acacia.edu](mailto:studentaffairs@acacia.edu)), 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 must submit a written statement, including the allegation; all relevant names and dates, a brief description of the actions forming the basis of the complaint; and copies of any available documents or materials that support the allegations, to the Office of Student Affairs ([studentaffairs@acacia.edu](mailto:studentaffairs@acacia.edu)). The student's grievance will be assessed within 30 days.

If the complaint cannot be resolved after exhausting the institution'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:  
1740 W. Adams, Ste. 3008  
Phoenix, AZ 85007  
Direct Line (602) 542-5709  
Fax (602) 542-1253  
Website: [www.azppse.gov](http://www.azppse.gov)

Students who are or were students of Acacia University and who believe that the school, or anyone representing the school, has acted unlawfully, have the right to file a complaint with the accrediting commission:

Distance Education Accrediting Commission (DEAC)  
1101 17th Street NW, Suite 808  
Washington, DC 20036  
Website: [www.deac.org](http://www.deac.org)

DEAC has an “Online Complaint System” that enables individuals to file a complaint directly from the DEAC website. The complaint form may be found at [www.deac.org](http://www.deac.org) (select “Contact Us” and select the link in the left hand column). All complaints should be submitted using this form. For those who cannot access the Internet, written complaints will be accepted provided they include the complainant’s name and contact information and a release from the complainant(s) authorizing the Commission to forward a copy of the complaint, including identification of the complainant(s) to the institution. Where circumstances warrant, the complainant may remain anonymous to the institution, but all identifying information must be given to DEAC.

Written complaints must contain the following: the basis of any allegation of noncompliance with DEAC standards and policies; all relevant names and dates and a brief description of the actions forming the basis of the complaint; copies of any available documents or materials that support the allegations; a release authorizing the Commission to forward a copy of the complaint, including identification of the complaint(s) to the institution. In cases of anonymous complaints or where the complainant requests for his/her name to be kept confidential, the Commission considers how to proceed and whether the anonymous complaint sets forth reasonable and credible information that an institution may be in violation of the Commission’s standards and whether the complainant’s identity is not necessary to investigate.

Distance education students, who have completed the internal institutional grievance process and the applicable state grievance process, may appeal non-instructional complaints to the AZ SARA Council. For additional information on the complaint process, please visit the AZ SARA Complaint page.

Webpage: <https://azsara.arizona.edu/content/complaint-process>