



# ARIZONA CHRISTIAN

EST. **UNIVERSITY** 1960

STUDENT HANDBOOK  
2021-22

**Addendum**

October 14, 2021

This document is an addendum to the 2021-2022 Student Handbook, published on the Arizona Christian University website. It records any changes to policies and programs that have occurred since the publication of the current student handbook. Comments are included below in red font.

The following policy was updated after the publication of the 2021-2022 Student Handbook and replaces the section titled “Complaint/Grievance Procedure” on pages 35-36 of the current 2021-2022 Student Handbook.

## Current Policy:

### Campus Student Grievance Policy and Procedure

Arizona Christian University wants traditional students to have a positive experience in which their grievances can be expressed openly and honestly. The university is committed to promptly addressing student grievances, both academic (Academic Dean) and non-academic (Dean of Students). Student grievance is taken seriously and will be responded to by the university in a timely manner. Prior to reporting a complaint or grievance, the university encourages individuals to attempt to resolve the issue on their own first. If the issue cannot be resolved, the university encourages individuals to submit a formal complaint.

To register a grievance, the student should write a formal letter detailing the issue and address the grievance to the Dean of Students and/or Academic Dean. The grievance may be difficult to resolve without enough detail to allow the university to understand and respond to the grievance adequately. A grievance may be signed or anonymous. However, if a grievance is submitted anonymously, it will not be possible to contact or work directly with the student. Therefore, students are encouraged to provide their names.

The grievance will be reviewed by the Dean of Students and/or Academic Dean, who will acknowledge receipt of the grievance and establish a file for the grievance within ten (10) business days. The file will be kept separate from student academic records. The Dean of Students and/or Academic Dean (or designee/s) may schedule a meeting with the student to discuss the grievance. The Dean of Students and/or Academic Dean (or designee/s) will help the student in resolving the grievance. If unable to address the grievance immediately because of policy or procedural requirements, the Dean of Students and/or Academic Dean (or designee/s) will assist the student in directing the grievance to the appropriate university official or office better able to address the matter. Records of grievances and their resolutions are maintained by the Dean of Students and/or Academic Dean.

#### Grievance Procedure

1. Student submits a grievance by writing a formal letter detailing the issue.
2. The grievance is acknowledged within ten (10) business days and reviewed by the Dean of Students and/or Academic Dean.
3. The Dean of Students and/or the Academic Dean (or designee/s) will help the student in resolving the grievance.
4. Reasonable resolutions to grievances shall be decided by the Dean of Students or the appropriate university officials or department within 30 days.
5. The Dean of Students will communicate the resolution to the student at the time of the decision.
6. Resolutions decided by the Dean of Students or other university officials are considered final.

All additional concerns can be sent to [concerns@arizonachristian.edu](mailto:concerns@arizonachristian.edu).

If a student or non-student has exhausted the institution’s internal complaint process, he or she can submit an external complaint to the [Arizona State Board for Private Postsecondary Education](#).

Lastly, the student or non-student may submit an external complaint to the [Arizona SARA \(State Authorization Reciprocity Agreement\) Council](#).

## Complaint Procedures

Should the institution not be able to resolve the student complaint, the student has the right to contact the State of Arizona and its appropriate agency to determine the course of action. Complaints can be filed with the following agencies:

### **Arizona State Board for Private Postsecondary Education**

If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post-Secondary Education. The student must contact the State Board for further details. The State Board address is:

1740 W. Adams Street, Suite 3008  
Phoenix, AZ 85007  
Phone: 602-542-5709  
Website: [www.azppse.gov](http://www.azppse.gov)

### **Higher Learning Commission (HLC)**

Allegations regarding non-compliance with accreditation standards, policies, and procedures may be referred to the HLC at the following address:

Higher Learning Commission  
230 South LaSalle Street  
Suite 7-500  
Chicago, IL 60604

The Commission's complaint policy and procedures may be found on its website at:

<https://www.hlcommission.org/HLC-Institutions/complaints.html>.

### **Council for State Authorization Reciprocity Agreements (AZ-SARA)**

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

For further information, visit the Distance Education Student Academic Complaint Policy and Procedure section of this catalog.

## Previous Policy:

## Complaint/Grievance Procedure

Arizona Christian University wants students to have a positive experience in which their grievances can be expressed openly and honestly. The university is committed to promptly addressing student grievances, both academic and non-academic. Student grievances are taken seriously and will be responded to by the university in a timely manner. Prior to reporting a complaint or grievance, the University encourages the individual to attempt to resolve the issue on their own first. If the issue cannot be resolved, the University encourages individuals to submit a formal complaint.

### **Reporting a Complaint/Grievance**

To register a grievance, the student should write a formal letter detailing the issue and address the grievance to the Dean of Students. The grievance may be difficult to resolve without enough detail to allow the university to adequately understand and respond to the grievance. A grievance may be signed or anonymous. However, if a grievance is submitted anonymously, it will not be possible to contact or work directly with the student. Therefore, you are encouraged to provide your name.

The grievance will be reviewed by the Dean of Students, who will acknowledge receipt of the grievance and establish a file for the grievance within ten (10) business days. The file will be kept separate from student academic records. The Dean of Students (or designees) may schedule a meeting with the student to discuss the grievance. The Dean of Students (or designees) will help the student in resolving the grievance. If unable to address the grievance immediately because of policy or procedural requirements, the Dean of Students (or designees) will assist the student in directing the grievance to the appropriate university official or office better able to address the matter. Records of grievances and their resolutions are maintained by the Dean of Students.

### **Grievance Procedure Steps**

1. Student submits a grievance by writing a formal letter detailing the issue.
2. The grievance is acknowledged within ten (10) business days and reviewed by the Dean of Students and/or the Dean of Academic Affairs.
3. The Dean of Students (or designees) will help the student in resolving the grievance.
4. Reasonable resolutions to grievances shall be decided by the Dean of Students or the appropriate University official or department within 30 days.
5. The Dean of Students will communicate the resolution to the student at the time of the decision.
6. Resolutions decided by the Dean of Students or other University official are considered final.

Arizona Christian University recognizes that complaints may not be reported due to fear of retaliation. To encourage submissions of complaints or grievances, Arizona Christian University prohibits retaliatory behavior against anyone reporting a complaint or grievance. Any individual who retaliates against any individual who has submitted a complaint or grievance will be subject to the appropriate disciplinary action.

If the complaint cannot be resolved after exhausting the student 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 St., Suite 3008, Phoenix, AZ 85007, phone # 602-542-5709, website address: [www.azppse.gov](http://www.azppse.gov)