

Student Grievances

Student Grievance Policy:

Most student complaints can be handled at first point of contact with the school. Student complaints are addressed using the policies and provisions of the enrollment agreement, student catalog, and academic requirements of the school. Students who have a complaint should contact their instructor regarding academic issues or a Student Services Center supervisor regarding servicing issues. The instructor or Student Services Center supervisor will provide a verbal or written response depending on the student's preferred choice of communication. If the student believes that the complaint has not been properly handled at that point, the student should use the following procedure to register a grievance.

Steps in Grievance Procedure:

1. The student should contact the Academic Team Lead for academic issues or Manager, Student Services either by phone or in writing expressing his/ her concern within 30 days of receiving a response to the original complaint. The Academic Team Lead or Manager, Student Services will respond either by phone or in writing within two weeks of receiving the complaint.
2. If the student feels that the issue is still unresolved, he/she has 30 days to express continued concerns either by phone or in writing to the Academic Program Director or Director, Student Services. A response will be sent to the student within 2 weeks.
3. If the student still believes the grievance is unresolved, he/she may complete the school's grievance form within 30 days from receiving the response from the Academic Program Director or Director, Student Service. This form can be obtained by contacting Student Service Center. The form can be emailed, faxed, or mailed to the student.
4. All grievance forms will be returned to the Academic Program Director, who will turn them over to the Academic Review Board. The Academic Review Board will meet and render a decision within two weeks of receipt of the grievance form. The decision of the Academic Review Board will be final and will be sent to the student in writing.
5. All grievance forms and final decision notifications will be filed in the office of the Academic Program Director.
6. 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 Street, Suite 3008, Phoenix, AZ 85007, phone # [602-542-5709](tel:602-542-5709), or visit the <https://ppse.az.gov/>.

The student may also contact the DEAC at 1101 17th Street NW, Suite 808 Washington, D.C. 20036 and at <https://www.deac.org/>. Telephone: [202-234-5100](tel:202-234-5100)

7. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student also may choose to file a complaint in their state of residence.

Veteran complaint queries can be addressed to our VA Support Team at vafax@pennfoster.edu

SARA Complaint Resolution Process

The Arizona SARA Council has jurisdiction over Arizona SARA-approved institutions, including Penn Foster College, in relation to non-instructional complaints. Instructional complaints, such as grade grievances, are not reviewed by the Council and should not be submitted for review. Prior to registering a non-instructional complaint with the Arizona SARA Council, students must complete the Penn Foster College Grievance Policy shown above and the Arizona State Board for Private Postsecondary Education's complaint process. Non-instructional complaints that have not been resolved through these measures may be submitted via [The Arizona SARA Council's complaint process](#).

Complaints Against Faculty

If a student has a complaint regarding treatment by a member of the faculty or suspects a conflict of interest, the student should report this complaint to the Academic Team Lead of the Department in which the student is enrolled. If the student has consulted with the appropriate supervisor and still believes that the matter has not been dealt with satisfactorily or equitably, the student should contact the Director of Faculty Affairs. If the complaint is still not resolved, the student must submit a formal written signed complaint to the school's Academic Review Board for further consideration.

Grade Appeal

Students who wish to dispute a grade or an answer to a question should contact their instructor. Only an instructor has the authority to change a grade. If the student is not happy with the grade appeal results, he/she should follow the "Student Grievance" procedure listed in this catalog.