



Grievance Policy

Grievances should always be resolved at the most immediate level possible. Students will not be subject to unfair actions as a result of initiating a complaint proceeding. No student shall suffer any negative administrative or academic consequences for the submission of either an academic or a non-academic grievance.

In the case of **academic** complaints or disputes:

1. The student is directed to communicate the problem to the faculty or other academic member involved and attempt to resolve the issue.
2. If a complaint or dispute is not satisfactorily resolved by the faculty member, the student appeals to an academic director or vice president (VP).
3. The director/VP investigates and may choose to involve other administrators, as appropriate.
4. If the complaint or dispute is still unresolved, the student may appeal in writing to the president, whose decision is binding.

In the case of **non-academic** complaints or disputes:

1. The student is directed to communicate the problem to the staff member involved and attempt to resolve the issue.
2. If a complaint or dispute is not satisfactorily resolved by the staff member, the student appeals to the supervisor of the staff member.
3. If the complaint or dispute is still unresolved, the student may appeal in writing to the president, whose decision is binding.

If the complainant is not satisfied with the outcome of the institution's complaint process, students may also submit a written complaint directly to the regulatory agency:

State Council of Higher Education for Virginia

Private and Out of State Postsecondary Education

101 N. 14th Street, 9th Floor, James Monroe Building, Richmond, VA 23219

And/or

New England Commission of Higher Education

301 Edgewater Place, Suite 210, Wakefield, MA 01880

TEL: (781-425-7785) E-Mail: info@neche.org

Under the aegis of the State Authorization Reciprocity Agreements (SARA) the University of North America accepts oversight by the State Council of Higher Education in Virginia (SCHEV) for students enrolled in Distance Education courses or programs. The resolution of the complaint (except for complaints about grades or student conduct violations) may be appealed, within two years of the incident about which the complaint is made, to the SARA State Portal

Entity of Virginia or to the SARA State Portal Entity of the state in which the student is located. NC-SARA maintains a directory of SARA [State Portal Entities](#). Additional information can be found at the [SARA Student Complaints](#) page.

For students who are GI Bill® beneficiaries, the Virginia State Approving Agency (SAA) approves education and Virginia training programs. The SAA office 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 the SAA office via email at saa@dvs.virginia.gov; GI Bill® is a registered trademark of the U.S. Department of Veteran Affairs (VA). More information about education benefits offered by the VA is available at the official U.S. government website at <http://www.benefits.va.gov/gibill>.