

## Grievance Policy

The University defines grievance as complaints related to administrative issues, financial issues, technical issues, faculty performance, grading, program content, program effectiveness/expectations and library services. Grievances should always be resolved at the most immediate level possible. In the case of academic complaints or disputes:

- The student is directed to communicate the problem to the faculty member involved.
- If a complaint or dispute is not satisfactorily resolved by the faculty member within 7 days, the student may appeal to the Executive Director of Distance Education in writing.
- The Executive Director of Distance Education may choose to involve the Academic Affairs as appropriate.
- The Executive Director should respond to written complaints within 15 days of the date of submission though resolution may require a longer period.
- If the complaint or dispute is still unresolved after appeal to the Executive Director of Online Education, the student may appeal in writing to the Dean of Academics.
- The Dean of Academics should respond to written complaints within 15 days of the date of submission though resolution may require a longer period.
- If the complaint or dispute is still unresolved after appeal to the Dean of Academics, the student should appeal to the University President in writing.
- The President should respond to written complaints within 15 days of the date of submission though resolution may require a longer period.
- All written complaints or disputes submitted to the University should be resolved within 60 days of their initial written submission to the Executive Director of Online Education.
- Grievances that are unable to be resolved within the University may be addressed to the State Council of Higher Education for Virginia (SCHEV) in writing at 101 N. 14<sup>th</sup> St., 10<sup>th</sup> Floor, Richmond VA 23219 or by phone at 804-225-2600 or through the web at <http://www.schev.edu> . The University's accreditor the Distance Education Accrediting Commission (DEAC) may also be contacted in writing at 1601 18<sup>th</sup> Street, N.W., Suite 2, Washington DC 20009-2529 or by telephone at 202-234-5100 or through their website at [www.deac.org](http://www.deac.org)
- Under no circumstances shall students be subjected to unfair action/ treatment as a result of the initiation of a complaint.