



GRIEVANCE POLICY

The institution has adopted an internal grievance procedure for prompt resolution of student complaints, including allegations of discrimination on the basis of race, color, religion, creed, ancestry, gender, marital status, sexual orientation, national origin, age, physical or other disability, military or veteran status, or receipt of public assistance.

Any student who has a complaint should address it as follows:

1. A complaint should be filed in writing with the Academic Dean with responsibility for the program of study in which the student is enrolled. The complaint should contain the name, address, telephone number, and email address of the student filing the complaint, a brief description of the circumstances giving rise to the complaint, and written statements from all other persons involved in the complaint who wish to be heard. The complaint should be filed by email to StudentAcademicAppeal@an.edu.
 - a. A complaint should be filed within thirty (30) days of an alleged incident or one (1) week after the complainant becomes aware of the circumstances giving rise to the complaint, whichever is later.
 - b. The Academic Dean will investigate the complaint, making a determination, and take such action as he or she deems appropriate within 10 days of receiving the complaint.
2. If the complainant is not satisfied with the determination or action of the Academic Dean, he or she may make a written appeal within thirty (30) days of the determination or action of the Academic Dean to the Executive Vice President for Academics for complaints which relate to academic issues, or to the Executive Vice President for Operations for all other complaints. The appeal should be filed by email to FormalGrievance@an.edu.
 - a. The appeal should contain the name, address, telephone number, and email address of the student filing the appeal, a brief description of the circumstances giving rise to the original complaint, and a brief description of the reason why the student believes the determination and action of the Academic Dean to be in error.
 - b. The respective Executive Vice President will consider the appeal, make a determination, and take such action as he or she deems appropriate within 10 days of receiving the appeal.
3. If the complainant is not satisfied with the determination or action of the Executive Vice President, he or she may make a written appeal within thirty (30) days of the determination or action of the respective Executive Vice President to the President of the University. The appeal should be filed by email to FormalGrievance@an.edu.
 - a. The appeal should contain the name, address, telephone number, and email address of the student filing the appeal, a brief description of the circumstances giving rise to the original complaint, and a brief description of the reason why the student believes the determination and action of the Academic Dean and the respective Executive Vice President to be in error.
 - b. The President will consider the appeal, make a determination, and take such action as he or she deems appropriate within 10 days of receiving the appeal.