

Online Grievance Policy

American National University 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 Program Director 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 Program Director 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 Program Director, he or she may make a written appeal within thirty (30) days of the determination or action of the Program Director 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 Program Director 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 along with all persons involved in the complaint 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 all persons involved in the complaint which prompted 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 Program Director 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.
4. 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. 14th St., 10th 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 1101 17th Street, N.W., Suite 808, Washington DC 20036 or by telephone at 202-234-5100 or through their website at www.deac.org