

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 Dean or Chairperson 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 FormalGrievance@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 Dean or Chairperson 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 Dean or Chairperson, he or she may make a written appeal within thirty (30) days of the determination or action of the Program Dean or Chairperson to the Chief Academic Officer (CAO) for complaints which relate to academic issues, or to the Senior Executive Vice President for Operations (SEVP) for all other complaints. The appeal should be filed by email to GrievanceAppeal@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 Dean or Chairperson to be in error.
 - b. The Chief Academic Officer (CAO) or the Senior Executive Vice President (SEVP) 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 Chief Academic Officer (CAO) or the Senior Executive Vice President (SEVP), 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 CAO or SEVP to the President of the University. The appeal should be filed by email to GrievanceAppeal@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 Dean or Chairperson and the CAO or SEVP to be in error.
- c. 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.

Should the issue not be resolved at the University level, the student may at any time contact the Accrediting Bureau of Health Education Schools (ABHES) at 6116 Executive Blvd., Suite 750, North Bethesda, MD 20852, or by phone at (301) 291-7550.

In addition to the above, the student may submit a complaint to the approval or licensing authority in his/her home state. American National University of Kentucky is a Kentucky institution, and all students may contact:

Kentucky Students: Council on Postsecondary Education, 100 Airport Rd., 3rd Floor, Frankfort, KY 40601, (502) 573-1555.

In addition to the institution's home state, students may contact the NC SARA Portal Entity in their home state using the contact information below:

<p><u>Alabama</u> Alabama Commission on Higher Education 100 North Union St. Montgomery, AL 36104</p> <p>Ron Leonard Director of Special Initiatives Email: ron.leonard@ache.edu</p>	<p><u>Alaska</u> Alaska Commission on Postsecondary Education P.O. Box 110505 Juneau, AK 99811</p> <p>Tyler Eggen Institutional Authorization Program Coordinator Email: tyler.eggen@alaska.gov</p>
<p><u>Arizona</u> Arizona SARA Council 2323 w 14th St. Tempe, AZ 85281</p> <p>Lanna Dueck Executive Director Ldueck.azsara@riosalado.edu</p>	<p><u>Arkansas</u> Arkansas Department of Education Division of Higher Education 423 Main St., Ste 400 Little Rock, AR 72201</p> <p>Alana Colburn Associate Director of Private Postsecondary Education and Transfer Programs Email: alana.colburn@adhe.edu</p>

<p><u>California</u> Bureau for Private Postsecondary Education 1747 North Market Blvd, Suite 225 Sacramento, CA 95834</p> <p>Deborah Cochrane Chief Email: bppe.enforcement@dca.ca.gov</p>	<p><u>Colorado</u> Colorado Department of Higher Education 1600 Broadway, Suite 2200 Denver, CO 80202</p> <p>Heather DeLange Director – Office of Private Postsecondary Education Email: heather.delange@dhe.state.co.us</p>
<p><u>Connecticut</u> Connecticut Office of Higher Education 450 Columbus Blvd., Ste 707 Hartford, CT 06103-1841</p> <p>Sean Seepersad, PhD Division Director of Academic Affairs Email: sean.seepersad@ct.gov</p>	<p><u>Delaware</u> Delaware Department of Education 401 Federal St., Suite 2 Dover, DE 19901</p> <p>Leigh Weldin College Success Program Coordinator Email: leigh.weldin@doe.k12.de.us</p>
<p><u>District of Columbia</u> Higher Education Licensure Commission 1050 First Street, NE, 5th Floor Washington, DC 20002</p> <p>Amy Spies Compliance Specialist Email: amy.spies@dc.gov</p>	<p><u>Florida</u> Commission for Independent Education 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399</p> <p>Brady Lyon Educational Policy Director Email: brady.lyon@fidoe.org</p>
<p><u>Georgia</u> Georgia Nonpublic Postsecondary Education Commission (GNPEC) 2082 E. Exchange Pl, Suite 220 Tucker, GA 30084</p> <p>Magda Rivers Deputy Director/GA-SARA Coordinator Email: mrivers@gnpec.ga.gov</p>	<p><u>Hawaii</u> Hawaii Postsecondary Education Authorization Program (HPEAP) Department of Commerce & Consumer Affairs PO Box 541 Honolulu, HI 96809</p> <p>Jayson Horiuchi Program Administrator Email: hpeap@dcca.hawaii.gov</p>
<p><u>Idaho</u> Idaho State Board of Education PO Box 83720 Boise, ID 83720</p> <p>Tamara Baysinger State Authorization Manager Email: tamara.baysinger@osbe.idaho.gov</p>	<p><u>Illinois</u> Illinois Board of Higher Education 1 N. Old State Capitol Plaza, Suite 333 Springfield, IL 62701-1377</p> <p>Nkechi Onwuameze, Phd. Assistant Director for Academic Affairs – Illinois SARA Coordinator Email: sara@ibhe.org</p>

<p><u>Indiana</u> Indiana Commission for Higher Education/Indiana Board for Proprietary Education 101 W Ohio St., Suite 300 Indianapolis, IN 46204-4206</p> <p>Ross Miller Director of State Authorization and Reciprocity Email: rmiller@che.in.gov</p>	<p><u>Iowa</u> Iowa College Aid 475 SW 5th Street, Suite D Des Moines, IA 50309</p> <p>Lisa Pundt Compliance Officer Email: lisa.pundt@iowa.gov</p>
<p><u>Kansas</u> Kansas Board of Regents 1000 SW Jackson, Suite 520 Topeka, KS 66612-1368</p> <p>Jennifer Armour Associate Director Academic Affairs Email: jarmour@ksbor.org</p>	<p><u>Kentucky</u> Kentucky Council on Postsecondary Education 100 Airport Rd., 3rd Floor Frankfort, KY 40601</p> <p>Ms. Jevonda Keith Director of State Authorization and Reciprocity Email: jevonda.keith@ky.gov</p>
<p><u>Louisiana</u> Louisiana Board of Regents 1201 N. Third St., Suite 6-200 Baton Rouge, LA70802</p> <p>LeAnn Detillier Assistant Commissioner for Program Administration Email: leann.detillier@laregents.edu</p>	<p><u>Maine</u> Maine Department of Higher Education 23 State House Station Augusta, ME 04333-0023</p> <p>Michael T. Perry Acting Director of Higher Education & Educator Supports Email: michael.t.perry@maine.gov</p>
<p><u>Maryland</u> Maryland Higher Education Commission 6 N. Liberty St., 10th Floor Baltimore, MD 21201</p> <p>Alexandra (Alix) Chaillou Associate Director, Institution Review Email: Alexandra.Chaillou@maryland.gov</p>	<p><u>Massachusetts</u> Massachusetts Department of Higher Education One Ashburton Pl, Rm. 1401 Boston, MA 02108</p> <p>Alex Nally Deputy General Counsel Email: anally2@dhe.mass.edu</p>
<p><u>Michigan</u> Michigan Department of Labor and Economic Opportunity PO Box 30805 Lansing, MI 48909</p> <p>James R. Farhat Departmental Specialist, Employment & Training Postsecondary & State Approving Email: farhatj@michigan.gov</p>	<p><u>Minnesota</u> Minnesota Office of Higher Education 1450 Energy Park Dr., Suite 350 Saint Paul, MN 55108</p> <p>Betsy Talbot Manager of Institutional Licensing and Registration Betsy.talbot@state.mn.us</p>

<p><u>Mississippi</u> Mississippi Commission on College Accreditation 3825 Ridgewood Rd. Jackson, MS 39211</p> <p>Dr. Sheriece Robinson Director of Regulatory Affairs Email: srobinson@mississippi.edu</p>	<p><u>Missouri</u> Missouri Department of Higher Education and Workforce Development PO Box 1469 Jefferson City, MO 65102-1469</p> <p>Joshua Fischer Program Specialist Email: Joshua.Fischer@dhewd.mo.gov</p>
<p><u>Montana</u> Montana University System PO Box 203201 Helena, MT 59620</p> <p>Hannah Tokerud Associate Legal Counsel Email: htokerud@montana.edu</p>	<p><u>Nebraska</u> Nebraska Coordinating Commission for Postsecondary Education PO Box 95005 Lincoln, NE 68509-5005</p> <p>Kathleen L. Fimple, Ph.D Academic Programs Officer Email: kathleen.fimple@nebraska.gov</p>
<p><u>Nevada</u> Nevada System of Higher Education 2601 Enterprise Rd. Reno, NV 89512</p> <p>Terina Caserto Senior Analyst, Academic and Student Affairs Email: tcaserto@nshe.nevada.edu</p>	<p><u>New Hampshire</u> New Hampshire Department of Education 101 Pleasant Street Concord, NH 03301</p> <p>Nicholas W. Marks, Ed.D. Administrator for Higher Education Email: nicholas.w.marks@doe.nh.gov</p>
<p><u>New Jersey</u> New Jersey Office of the Secretary of Higher Ed 20 W. State St., 4th FL – PO Box 542 Trenton, NJ 08625</p> <p>Eric Taylor, Esq. Director, Office of Licensure Email: eric.taylor@oshe.nj.gov</p>	<p><u>New Mexico</u> New Mexico Higher Education Department 2044 Galisteo Street, Suite 4 Santa Fe, NM 87505-2100</p> <p>Alicia Armijo Constituent Services Coordinator & NC-SARA Coordinator Email: alicia.armijo@hed.nm.gov</p>
<p><u>New York</u> New York State Education Department 89 Washington Ave. Albany, NY 12234</p> <p>Andrea Richards Supervisor of Higher Education Programs Email: IHEauthorize@nysed.gov</p>	<p><u>North Carolina</u> North Carolina State Education Assistance Authority PO Box 14103 Research Triangle Park, NC 27709</p> <p>Terrence R. Scarborough, M.P.A. Director of SARA North Carolina Email: terrence@saranc.org</p>

<p><u>North Dakota</u> North Dakota University System 600 E. Boulevard Ave., Dept. 215 Bismarck, ND 58505-0230</p> <p>Claire Gunwall Director of Academic Affairs & Workforce Innovation Email: claire.gunwall@ndus.edu</p>	<p><u>Ohio</u> Ohio Department of Higher Education 25 South Front St. Columbus, OH 43215</p> <p>Matt Exline Senior Director of Program Approval Operations Email: mexline@highered.ohio.gov</p>
<p><u>Oklahoma</u> Oklahoma State Regents for Higher Education 655 Research Pkwy, Ste 200 – PO Box 108850 Oklahoma City, OK 73101-8850</p> <p>Elizabeth Walker Coordinator for Academic Affairs Administration Email: walker@osrhe.edu</p>	<p><u>Oregon</u> Oregon Higher Education Coordinating Commission 3225 25th St. SE Salem, OR 97302</p> <p>Veronica Dujon Director, Office Academic Policy and Authorization Email: veronica.dujon@state.or.us</p>
<p><u>Pennsylvania</u> Pennsylvania Division of Higher Education, Access, and Equity 333 Market St. Harrisburg, PA 17126</p> <p>Gina Wetten Higher Education Associate II giwetten@pa.gov</p>	<p><u>Puerto Rico</u> Puerto Rico State Department-Education Dept. PO Box 9023271 San Juan, PR 00902-3271</p> <p>Neydaliz Vega Economic Program Analyst Email: nvega@estado.pr.gov</p>
<p><u>Rhode Island</u> Rhode Island Office of the Postsecondary Commissioner 560 Jefferson Blvd. Warwick, RI 02886-1304</p> <p>Rebecca Ryan Coordinator of Veterans Education and State Approving Agency Email: rebecca.ryan@riopc.edu</p>	<p><u>South Carolina</u> South Carolina Commission in Higher Education 1122 Lady Street, Suite 400 Columbia, SC 29201</p> <p>Argentini Anderson, Ph.D. Assistant Director, Academic Affairs Email: aanderson@che.sc.gov</p>
<p><u>South Dakota</u> South Dakota Board of Regents 306 E. Capitol Ave., Suite 200 Pierre, SD 57501</p> <p>Katie Hubbart Academic Affairs Specialist, South Dakota SARA Coordinator Email: katie.hubbart@sdbor.edu</p>	<p><u>Tennessee</u> Tennessee Higher Education Commission 312 Rosa L. Parks Ave., 9th FL Nashville, TN 37243</p> <p>Julie Woodruff Senior Compliance Counsel, Regulatory Compliance Division Email: Julie.woodruff@tn.edu</p>

<p><u>Texas</u> Texas Higher Education Coordinating Board PO Box 12788 Austin TX 78711</p> <p>Cathie A. Maeyaert, J.D. Director, Private Postsecondary Institutions Email: cathie.maeyaert@highered.texas.gov</p>	<p><u>U.S. Virgin Islands</u> University of the Virgin Islands #2 John Brewers Bay St. Thomas, VI 00902</p> <p>Camille McKayle Provost and Vice President of Academic Affairs Email: cmckayl@uvi.edu</p>
<p><u>Utah</u> Utah System of Higher Education – Board of Regents Building, The Gateway 60 South 400 West Salt Lake City, UT 84101</p> <p>Cynthia “Cyd” Grua Office of the Commissioner for Higher Education Email: cgrua@ushe.edu</p>	<p><u>Vermont</u> Vermont Agency of Education 1 National Life Dr., Davis 5th FL Montpelier, VT 05620</p> <p>Cassandra Ryan Director of Regulatory Compliance Email: Cassandra.ryan@vermont.gov</p>
<p><u>Virginia</u> State Council of Higher Education for Virginia 101 N. 14th Floor Richmond, VA 23219</p> <p>Darlene Derricott Director of Academic Services Email: darlenederricott@schev.edu</p>	<p><u>Washington</u> Washington Student Achievement Council 917 Lakeridge Way SW Olympia, WA 98502</p> <p>Sam Loftin, JD Director of Consumer Protection Email: saml@wsac.wa.gov</p>
<p><u>West Virginia</u> West Virginia Higher Education Policy Commission 1018 Kanawha Blvd., Suite 700 Charleston, WV 25301</p> <p>Lucy Kefauver Director of Online Learning Email: lucy.kefauver@wvhepc.edu</p>	<p><u>Wisconsin</u> University of Wisconsin System Administration, Office of Compliance & Integrity 1220 Linden Dr., Room 1840 Madison, WI 53706</p> <p>Paige Smith Chief Compliance Officer Email: psmith@uwsa.edu</p>
<p><u>Wyoming</u> Wyoming Community College Commission 2300 Capitol Ave., 5th Fl, Ste B Cheyenne, WY 82002</p> <p>Rob Dennis Chief Operating Officer Email: rob.dennis@wyo.gov</p>	

GRIEVANCE POLICY FOR STUDENTS IN THE CLASS A – CDL CERTIFICATE PROGRAM**Filing a Complaint with the Kentucky Commission on Proprietary Education**

To file a complaint with the Kentucky Commission on Proprietary Education, a complaint shall be in writing and shall be filed on Form PE-24, Form to File a Complaint, accompanied, if applicable, by Form PE-25, Authorization for Release of Student Records.

The form must be mailed to the following address:

Kentucky Commission on Proprietary Education
500 Mero Street. 4th Floor
Frankfort, Kentucky 40601.

The form can be found on the website at <http://www.kcpe.ky.gov/>

Existence of the Kentucky Student Protection Fund.

Pursuant to KRS 165A.450 All licensed schools, resident and nonresident, shall be required to contribute to a student protection fund. The fund shall be used to reimburse eligible Kentucky students, to pay off debts, including refunds to students enrolled or on leave of absence by not being enrolled for one (1) academic year or less from the school at the time of the closing, incurred due to the closing of a school, discontinuance of a program, loss of license, or loss of accreditation by a school or program.

Process for Filing a Claim Against the Student Protection Fund.

To file a claim against the Kentucky Student Protection Fund, each person filing must submit a signed and completed Form for Claims Against the Student Protection Fund, Form PE-38 and provide the requested information to the following address:

Kentucky Commission on Proprietary Education
500 Mero Street, 4th Floor
Frankfort, KY 40601

Forms may be located on the website at <http://www.kcpe.ky.gov/>