



Policy CM2.02: Complaint Policy

Oversight	Information
Policy Type	Compliance and Regulatory Affairs
Policy Owners	Compliance Specialist; University President
Initial Policy Approval Date	January 9, 2006
Current Revision Approval Date	December 17, 2019
Procedure Effective Date	January 27, 2020

Policy

Students are encouraged to attempt to resolve all grievances and concerns at the lowest possible level. The majority of all student grievances and concerns, therefore, will be resolved per Policy CM2.01 Student Grievance and Concern. If a student has an unresolved complaint concerning American Sentinel University programs, they should contact the president. If a student is not satisfied with the complaint that was settled at the institutional level, students may contact state accreditation boards, and other accreditation or regulatory bodies. Students agree to resolve disputes and claims against American Sentinel University using arbitration.

Guidelines

- Not Applicable

Procedure

A student can initiate a complaint one of two ways:

- By contacting the president either by phone, mail, or email at the following address:

Mary Adams, President
American Sentinel University
10065 E. Harvard Ave. Suite 450
Denver, CO 80231
Tel. 303.991.1575
mary.adams@AmericanSentinel.edu

- By detailing their complaint through the grievance online form or if Title IX related use this feedback link <https://form.jotform.com/202033949527154>

The Compliance Specialist will maintain a record/log of all complaints that are sent to the President under CM2.02, and will include the following:

- The date that the Student concern/grievance was received;
- The Student(s) identified with the concern/grievance using Student ID;
- Summary of the concern/grievance.



- Official grievance based on policy? (Y/N)
- Summary of the concern/grievance resolution;
- The date that the student concern/grievance was closed.
- Complaint escalated to President (Y/N).
- Upon receipt of the student complaint, the president, or designate, will review the Complaint Log and associated records to determine if Policy CM2.01 was adequately executed and if there was an appropriate resolution.
- Within 30 business days, the President will take appropriate action and will respond to the student.
- The decision of the President is final.
- If the student has exhausted all options to resolve a complaint within the university, the student may file a written complaint with the accrediting body, applicable state agency or other regulator listed below:

States

Students can access their state information on the American Sentinel [website for State Agencies Consumer Complaint Information](#).

The following states have additional information for students that reside in these states:

- Students residing in the state of Wisconsin: If a complaint is not settled at the institutional level, the student may contact the Wisconsin Educational Approval Board, PO Box 8696 Madison, WI 53708-8696, Telephone: 608-266-1996.
- Students residing in the state of Maryland: The institution is subject to investigation of complaints by the Office of the Attorney General of the Maryland Higher Education Commission. Complaints should be directed to Maryland Attorney General Consumer Protection Division 200 St. Paul St., Baltimore, MD 21202, 410-258-8662/888-743-0823 (toll free).

Accrediting Body

Students can file a written complaint to:

Higher Learning Commission (HLC)

230 South LaSalle Street, Suite 7-500, Chicago, IL 60604,

www.hlcommission.org • 800.621.7440

<https://www.hlcommission.org/Student-Resources/complaints.html>

Distance Education Accrediting Commission (DEAC)



Executive Director
1101 17th Street NW, Suite 808
Washington, DC 20036
ATTN: COMPLAINTS

Commission on Colligate Nursing Education (CCNE)

Executive Director
One Dupont Circle, NW, Suite 530
Washington, D.C. 20036
ATTN: COMPLAINTS

Accreditation Commission for Education in Nursing (ACEN)

Chief Executive Officer
3343 Peachtree Road NE, Suite 850
Atlanta, Georgia 30326
ATTN: COMPLAINTS

Department of Education – Students can file a written complaint to:

U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202

State Authorization Reciprocity Agreement (SARA)

The student should begin the complaint process with the institution and if the resolution is not found the student would contact the Institution's Home State SARA Portal Entity that can be found on the SARA website.

State Authorization Reciprocity Agreement
3005 Center Green Drive Suite 130
Boulder, CO. 80301

Arbitration

Any disputes or claims (including any claims against American Sentinel or its officers, trustees or employees) shall be resolved by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Judgment on any award by the arbitrator may be entered in any court having jurisdiction. Because such a transaction involves interstate commerce, the Federal Arbitration Act and related federal judicial procedure govern. Any



dispute subject to arbitration will not be adjudicated as a class action or a consolidated class arbitration proceeding either in court or under the rules of the American Arbitration Association. A student's responsibility to pay administrative fees, filing fees, processing fees, arbitrator compensation and services charges for arbitration proceedings conducted by the American Arbitration Association will be limited to no more than \$125 for claims under \$10,000 and \$375 for claims between \$10,000 and \$75,000, or for claims not seeking monetary compensation. The arbitrator can ignore this limit, except as prohibited under applicable arbitration rules, should the arbitrator find that the student filed a frivolous claim(s) or unnecessarily delayed the arbitration proceedings. Except as may be required by law, neither a party nor an arbitrator may disclose the existence, content or results of any arbitration conducted pursuant to this provision without the prior written consent of both parties.

Related Documents/References

- DEAC Accreditation Handbook
- [State Agencies Consumer Complaint Information](#)
- Student Handbook

Definitions

- None

Revision History

- 3/19/14 – Expanded complaint process and referenced CM2.01 policy.
- 3/27/14 – Added CCNE mailing address.
- 7/2/14 – Added ACEN mailing address.
- 10/24/2019 – updated procedure with reference to the Concern/Grievance Log from CM2.01
- 12/3/2019 – Updated procedure to include how complaints and tracked and resolved.
- 12/26/2019 – Updated Procedure-Compliance in charge of tracking.
- 1/15/2020 – Updated information on DEAC address and added complaint information for SARA.
- 1/21/2020– Updated American Sentinel University address in the procedure.
- 1/27/2020 – Updated procedural section about the compliance log.
- May 7, 2020: Updated policy format for accessibility guidelines - AHB
- 7/22/2020-Added link to complaint site, and updated information related to title IX-AHB