

# GRIEVANCE AND APPEALS POLICY

Occasionally, a problem may arise between a student and another party, or with some aspect of the College. Students are encouraged to verbally communicate their concerns to the appropriate person. The following are the steps the student should take to resolve concerns:

## STEP 1

Communicate with the appropriate instructor or staff member.

## STEP 2

Communicate with the Campus Manager. A "Complaint Form" can be obtained from the Campus Manager or the Education Department. The contact information for each Campus Manager is listed in the chart below:

Name	Campus/Location	Contact Information
Joshua Bicchinella Regional Campus Manager	Anchorage, Billings, Missoula, and Wasilla	<a href="mailto:Joshua.bicchinella@chartercollege.edu">Joshua.bicchinella@chartercollege.edu</a> (907) 352-1021
Ivan Grgas Campus Manager	Canyon Country	<a href="mailto:ivan.grgas@chartercollege.edu">ivan.grgas@chartercollege.edu</a> (661) 252-1864
Marissa Wheatcroft Campus Manager	East Wenatchee	<a href="mailto:marrissa.wheatcroft@chartercollege.edu">marrissa.wheatcroft@chartercollege.edu</a> (509) 415-3576
Tammy Wilhelm Campus Manager	Farmington	<a href="mailto:tammy.wilhelm@chartercollege.edu">tammy.wilhelm@chartercollege.edu</a> (505) 793-8087
Jasmin Camara Regional Campus Manager	Fife and Lacey	<a href="mailto:jasmin.camara@chartercollege.edu">jasmin.camara@chartercollege.edu</a> (253) 252-4208
Nicolle McMillion Campus Manager	Lancaster	<a href="mailto:nicolle.mcmillion@chartercollege.edu">nicolle.mcmillion@chartercollege.edu</a> (661) 341-3500
Julie Villalobos Campus Manager	Oxnard	<a href="mailto:Julie.villalobos@chartercollege.edu">Julie.villalobos@chartercollege.edu</a> (805) 973-1240
Angela McCary Campus Manager	Pasco	<a href="mailto:angela.mccary@chartercollege.edu">angela.mccary@chartercollege.edu</a> (509) 546-3900
Mahala Bemis Campus Manager	Vancouver	<a href="mailto:mahala.bemis@chartercollege.edu">mahala.bemis@chartercollege.edu</a> (360) 448-2000
Dave Anderson Campus Manager	Yakima	<a href="mailto:dave.anderson@chartercollege.edu">dave.anderson@chartercollege.edu</a> (509) 412-1694

## STEP 3

The Campus Manager will meet with the student to discuss the issue. The Campus Manager may also meet with the other party(ies) to attempt to resolve the issue.

## STEP 4

Unresolved concerns may be appealed within fourteen (14) days to the Grievance Committee in writing. The Grievance Committee members will be designated by the Chief Executive Officer.

The following steps must be followed:

1. The student must submit a "Complaint Form" to the Grievance Committee.
2. All documentation must be received before the meeting and scheduled to occur within fourteen (14) days of acknowledged receipt.
3. Testimony will be presented by the student to the Grievance Committee.
4. The Grievance Committee has the responsibility for reaching a decision within fourteen (14) days that is in balance with the best interests of both the student and the College.

## STEP 5

If a complaint is not resolved at the institutional level, a student may appeal to the appropriate state authority or approval agency where the institution resides and with the agency where the student is physically located. These agencies are listed alphabetically by state below.

State	Higher Education Agency
<b>Alabama</b>	Alabama Commission on Higher Education P.O. Box 302000 Montgomery, AL 36130-2000 Phone: (334) 242-1998 Toll-Free: (800) 960-7773 AL Residents Only Fax: (334) 242-2269 Website: <a href="http://www.ache.alabama.gov">http://www.ache.alabama.gov</a>
<b>Alaska</b>	Alaska Commission on Postsecondary Education P.O. Box 110505 Juneau, AK 99811-0505 Phone: (907) 465-2962 Toll-Free: (800) 441-2962 Fax: (907) 465-5316 Website: <a href="http://acpe.alaska.gov/">http://acpe.alaska.gov/</a>
<b>Arizona</b>	Arizona Board of Regents 2700 N. Central Ave., Suite 400 Phoenix, AZ 85004 Phone: (602) 229-2500 Fax: (602) 229-2555 Website: <a href="https://azregents.edu/">https://azregents.edu/</a>
<b>Arkansas</b>	Arkansas Department of Higher Education 423 Main Street, Suite 400 Little Rock, AR 72201-3818 Phone: (501) 371-2000 Fax: (501) 371-2001 Website: <a href="http://www.adhe.edu">http://www.adhe.edu</a>
<b>California</b>	California Student Aid Commission P.O. Box 419027 Rancho Cordova, CA 95741-9027 Toll-Free: (888) 224-7268 Fax: (916) 526-8004 Website: <a href="http://www.csac.ca.gov/">http://www.csac.ca.gov/</a>
<b>Colorado</b>	Colorado Department of Higher Education 1600 Broadway Suite 2200 Denver, CO 80202 Phone: (303) 862-3001 Fax: (303) 996-1329 Website: <a href="http://higher.ed.colorado.gov/">http://higher.ed.colorado.gov/</a>
<b>Connecticut</b>	Office of Higher Education 450 Columbus Boulevard, Suite 707 Hartford, CT 06103-1841 Phone: (860) 947-1800 Website: <a href="https://www.ctohe.org/">https://www.ctohe.org/</a>
<b>Delaware</b>	Delaware Higher Education Commission The Townsend Building 401 Federal St, Suite 2 Dover, DE 19901 Phone: (302) 735-4120 Toll-Free: (800) 292-7935 Fax: (302) 739-5894

	Website: <a href="https://www.doe.k12.de.us/domain/226">https://www.doe.k12.de.us/domain/226</a>
<b>Florida</b>	Office of Student Financial Assistance 325 West Gaines St, Suite 1314 Tallahassee, FL 32399-0400 Phone: (850) 410-5200 Toll-Free: (800) 366-3475 Website: <a href="http://www.floridastudentfinancialaid.org/osfahomepg.htm">http://www.floridastudentfinancialaid.org/osfahomepg.htm</a>
<b>Georgia</b>	Nonpublic Postsecondary Education Commission 2082 East Exchange Place Suite 220 Tucker, GA 30084-5305 Phone: (770)414-3300 Website: <a href="https://gnpec.georgia.gov/">https://gnpec.georgia.gov/</a>
<b>Hawaii</b>	Hawaii Post-Secondary Education Authorization Program Department of Commerce & Consumer Affairs 335 Merchant Street, Rm. 310 Honolulu, HI 96813 (808) 586-7327 Website: <a href="http://cca.hawaii.gov/hpeap/">http://cca.hawaii.gov/hpeap/</a>
<b>Idaho</b>	Idaho State Board of Education 650 West State Street, 3rd Floor Boise, ID 83702 Phone: (208) 334-2270 Fax: (208) 334-2632 Website: <a href="http://www.boardofed.idaho.gov/">http://www.boardofed.idaho.gov/</a>
<b>Illinois</b>	Illinois Board of Higher Education 1 N. Old State Capitol Plaza, Suite 333 Springfield, IL 62701 Phone: (217) 782-2551 Fax: (217) 782-8548 Website: <a href="http://www.ibhe.org">http://www.ibhe.org</a>
<b>Indiana</b>	Indiana Commission for Higher Education 101 West Ohio Street, Suite 300 Indianapolis, IN 46204-1984 Phone: (317) 464-4400 Fax: (317) 464-4410 Website: <a href="https://www.in.gov/che/">https://www.in.gov/che/</a>
<b>Iowa</b>	Iowa College Student Aid Commission 475 SW Fifth Street, Suite D Des Moines, IA 50319 Phone: (515) 725-3400 Toll-Free: (877) 272-4456 Fax: (515) 725-3401 Website: <a href="https://www.iowacollegeaid.gov/">https://www.iowacollegeaid.gov/</a>
<b>Kansas</b>	Kansas Board of Regents Suite 520 1000 SW Jackson Street Topeka, KS 66612-1368 Phone: (785) 430-4240 Website: <a href="http://www.kansasregents.org/">http://www.kansasregents.org/</a>

<b>Kentucky</b>	Kentucky Higher Education Assistance Authority 100 Airport Road Frankfort, KY 40602-0798 Phone: (502) 696-7200 Toll-Free: (800) 928-8926 Fax: (502) 696-7496 Website: <a href="https://www.kheaa.com/">https://www.kheaa.com/</a>
<b>Louisiana</b>	Louisiana Board of Regents 1201 N. Third St., Suite 6-200 Baton Rouge, LA 70802 Phone: (225) 342-4253 Website: <a href="http://www.regents.la.gov/">http://www.regents.la.gov/</a>
<b>Maine</b>	Finance Authority of Maine P.O. Box 949 5 Community Drive Augusta, ME 04332-0949 Phone: (800) 228-3734 Website: <a href="http://www.famemaine.com/">http://www.famemaine.com/</a>
<b>Maryland</b>	Maryland Higher Education Commission 6. N. Liberty Street Baltimore, MD 21201 Phone: (410) 767-3300 Website: <a href="http://www.mhec.state.md.us/">http://www.mhec.state.md.us/</a>
<b>Massachusetts</b>	Massachusetts Department of Higher Education Room 1401 One Ashburton Place Boston, MA 02108-1696 Phone: (617) 994-6950 Fax: (617) 727-6397 Website: <a href="http://www.mass.edu/">http://www.mass.edu/</a>
<b>Michigan</b>	Michigan Student Aid PO Box 30462 Lansing, MI 48909-7962 Phone (888) 447-2687 Website: <a href="http://www.michigan.gov/mistudentaid">http://www.michigan.gov/mistudentaid</a>
<b>Minnesota</b>	Minnesota Office of Higher Education Suite 350 1450 Energy Park Drive St. Paul, MN 55108-5227 Phone: (651) 642-0567 Toll-Free: (800) 657-3866 Fax: (651) 642-0675 Website: <a href="http://www.ohe.state.mn.us/">http://www.ohe.state.mn.us/</a>
<b>Mississippi</b>	Mississippi Institutions of Higher Learning 3825 Ridgewood Road Jackson, MS 39211-6453 Phone: (601) 432-6198 Website: <a href="http://www.i hl.state.ms.us/">http://www.i hl.state.ms.us/</a>
<b>Missouri</b>	Missouri Department of Higher Education and Workforce Development 301 W. High Street P.O. Box 1469

	Jefferson City, MO 65102-1469 Phone: (573) 751-2361 Fax: (573) 751-6635 Website: <a href="http://dhe.mo.gov/">http://dhe.mo.gov/</a>
<b>Montana</b>	Montana University System Office of the Commissioner of Higher Education 560 N. Park Ave P.O. Box 203201 Helena, MT 59620-3201 Phone: (406) 449-9124 Website: <a href="http://www.mus.edu/">http://www.mus.edu/</a>
<b>Nebraska</b>	Coordinating Commission for Postsecondary Education P.O. BOX 905005 Lincoln, NE 68509-5005 Phone: (402) 471-2847 Fax: (402) 471-2886 Website: <a href="https://ccpe.nebraska.gov/">https://ccpe.nebraska.gov/</a>
<b>Nevada</b>	Nevada System of Higher Education 4300 S. Maryland Pkwy. Las Vegas, NV 89119 Phone: (702) 889-8426 Fax: (702) 889-8495 Website: <a href="http://system.nevada.edu/Nshe/">http://system.nevada.edu/Nshe/</a>
<b>New Hampshire</b>	New Hampshire Postsecondary Education Commission 101 Pleasant Street Concord, NH 03301 Phone: (603) 271-3494 Website: <a href="https://www.education.nh.gov/who-we-are/higher-education-commission">https://www.education.nh.gov/who-we-are/higher-education-commission</a>
<b>New Jersey</b>	Higher Education Student Assistance Authority P.O. Box 545 Trenton, NJ 08625-0545 Phone: (609) 584-4480 Toll-Free: (800) 792-8670 Website: <a href="http://www.hesaa.org/">http://www.hesaa.org/</a>
<b>New Mexico</b>	New Mexico Higher Education Department 2048 Galisteo Street Santa Fe, NM 87505 Phone: (505) 476-8400 Website: <a href="http://hed.state.nm.us/">http://hed.state.nm.us/</a>
<b>New York</b>	New York State Higher Education Services Corporation 99 Washington Avenue Albany, NY 12255 Phone: (518) 473-1574 Toll-Free: (888) 697-4372 Website: <a href="http://www.hesc.ny.gov/">http://www.hesc.ny.gov/</a>
<b>North Carolina</b>	College Foundation of North Carolina P.O. Box 41966 Raleigh, NC 27629 Phone: (866) 866-2362 Website: <a href="https://www.cfnc.org/index.jsp">https://www.cfnc.org/index.jsp</a>

<b>North Dakota</b>	North Dakota University System 10th Floor, State Capitol 600 East Boulevard Avenue, Dept. 215 Bismarck, ND 58505-0230 Phone: (701) 328-2960 Fax: (701) 328-2961 Website: <a href="http://www.ndus.edu/">http://www.ndus.edu/</a>
<b>Ohio</b>	Ohio Board of Regents 25 South Front Street Columbus, OH 43215 Phone: (614) 466-6000 Fax: (614) 466-5866 Website: <a href="https://www.ohiohighered.org/board">https://www.ohiohighered.org/board</a>
<b>Oklahoma</b>	Oklahoma State Regents for Higher Education Suite 200 655 Research Parkway Oklahoma City, OK 73104 Phone: (405) 225-9100 Website: <a href="http://www.okhighered.org/">http://www.okhighered.org/</a>
<b>Oregon</b>	Office of Student Access and Completion (OSAC) Suite 100 1500 Valley River Drive Eugene, OR 97401 Phone: (541) 687-7400 Toll-Free: (800) 452-8807 Fax: (541) 687-7414 Website: <a href="http://www.oregonstudentaid.gov/default.aspx">http://www.oregonstudentaid.gov/default.aspx</a>
<b>Pennsylvania</b>	Pennsylvania Higher Education Assistance Agency PO Box 8157 Harrisburg, PA 17105-8157 Phone: 1-800-692-7392 Website: <a href="https://www.pheaa.org/">https://www.pheaa.org/</a>
<b>Rhode Island</b>	Rhode Island Office of the Postsecondary Commissioner RIHEAA Building 560 Jefferson Blvd, Suite 100 Warwick, RI 02886 Phone: (401) 736-1100 Website: <a href="https://www.riopc.edu/">https://www.riopc.edu/</a>
<b>South Carolina</b>	South Carolina Commission on Higher Education Suite 300 1122 Lady Street Columbia, SC 29201 Phone: (803) 737-2260 Fax: (803) 737-2297 Website: <a href="http://www.che.sc.gov/">http://www.che.sc.gov/</a>
<b>South Dakota</b>	South Dakota Board of Regents Suite 200 306 East Capitol Avenue

	Pierre, SD 57501-2545 Phone: (605) 773-3678 Website: <a href="http://www.sdbor.edu/">http://www.sdbor.edu/</a>
<b>Tennessee</b>	Tennessee Higher Education Commission 312 Rosa Parks Avenue, 9th Floor Nashville, TN 37243 Phone: (615) 741-3605 Website: <a href="https://www.tn.gov/thec/">https://www.tn.gov/thec/</a>
<b>Texas</b>	Texas Higher Education Coordinating Board 1200 E. Anderson Lane Austin, TX 78711-2788 Phone: (512) 427-6101 Website: <a href="http://www.thecb.state.tx.us/">http://www.thecb.state.tx.us/</a>
<b>Utah</b>	Utah System of Higher Education Board of Regents Building 60 South 400 West Salt Lake City, UT 84101-1284 Phone: (801) 321-7200 Website: <a href="http://higheredutah.org/">http://higheredutah.org/</a>
<b>Vermont</b>	Vermont Student Assistance Corporation 10 East Allen Street P.O. Box 2000 Winooski, VT 05404-2601 Phone: (802) 655-9602 Toll-Free: (800) 642-3177 Website: <a href="http://www.vsac.org/">http://www.vsac.org/</a>
<b>Virginia</b>	State Council of Higher Education for Virginia James Monroe Building Tenth Floor 101 North 14th Street 10th Floor Richmond, VA 23219 Phone: (804) 225-2600 Fax: (804) 225-2604 Website: <a href="http://www.schev.edu/">http://www.schev.edu/</a>
<b>Washington</b>	Washington State Achievement Council 917 Lakeridge Way SW Olympia, WA 98502 Phone: (360) 753-7800 Website: <a href="http://www.wsac.wa.gov/">http://www.wsac.wa.gov/</a>
<b>West Virginia</b>	West Virginia Higher Education Policy Commission 1018 Kanawha Boulevard East Suite 700 Charleston, WV 25301 Phone: (304) 558-2101 Website: <a href="http://www.wvhepc.edu/">http://www.wvhepc.edu/</a>
<b>Wisconsin</b>	Wisconsin Higher Educational Aids Board 4822 Madison Yards Way Seventh Floor Madison, WI 53705 Phone: (608) 267-2206 Fax: (608) 267-2808 Website: <a href="http://www.heab.state.wi.us/">http://www.heab.state.wi.us/</a>
<b>Wyoming</b>	Wyoming Community College Commission

	<p>5th Floor, Suite B  2300 Capitol Ave.  Cheyenne, WY 82002  Phone: (307) 777-7763  Fax: (307) 777-6567  Website: <a href="http://www.commission.wcc.edu/">http://www.commission.wcc.edu/</a></p>
<b>Washington D.C.</b>	<p>Office of the State Superintendent of Education (District of Columbia)  Division of Postsecondary and Career Education (Postsec)  1050 First Street, NE  Washington, DC 20002  Phone: (202) 727-6436  Website: <a href="https://osse.dc.gov/page/college-and-career-education">https://osse.dc.gov/page/college-and-career-education</a></p>

## **SPECIFIC STATE APPROVAL AGENCIES**

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### **ALASKA**

A student or any member of the public may file a complaint or appeal about this institution with the Alaska Commission on Postsecondary Education, PO Box 110505 Juneau, Alaska 99811-0505, Phone (907) 465-6741, Fax (907) 465-5316.

To request a copy of the Commission's Complaint Form, please send an email to: [EED.ACPE-IA@alaska.gov](mailto:EED.ACPE-IA@alaska.gov).

### **CALIFORNIA**

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 N Market Blvd. Ste 225 Sacramento, CA 95834. The mailing address is P.O. Box 980818, West Sacramento, CA 95798-0818, [www.bppe.ca.gov/](http://www.bppe.ca.gov/), (888) 370-7589 or by fax (916) 263-1897. Students may contact the Bureau to file a grievance prior to filing a grievance with the College.

### **MONTANA**

After exhausting the above remedies student complaints concerning consumer protection violations should be directed to the Montana Department of Justice Office of Consumer Protection <http://www.doj.mt.gov/consumer/>. If a student does not feel that the College has adequately addressed a complaint or concern, the student may consider contacting the College's accrediting agency. All complaints must be submitted using the ABHES on-line complaint system at <https://complaintsabhes.com>. The complaint should include a narrative section filled out for each complaint type. Additionally, any supporting documentation should be uploaded into the system.

### **NEW MEXICO**

Grievances and appeals are reviewed by an impartial representative of the College who is not directly involved in the area of the complaint; this may include, but is not limited to, the Campus Manager, member of the Grievance Committee, or the Director of Regulatory Affairs. The College will take no adverse action against the complainant for registering the complaint.

A student or other party not satisfied with an institution's resolution of a complaint may submit a complaint to the New Mexico Higher Education Department (NMHED) in writing on a form provided by NMHED/PPSD available at <http://www.hed.state.nm.us/institutions/complaints.aspx>. A student must file a complaint with NMHED/PPSD within three (3) years of his/her last date of enrollment. The information may be submitted to NMHED/PPSD, 2044 Galisteo Street, Suite 4, Santa Fe, NM 87505-2100, (505) 476-8400.

### **WASHINGTON**

*Students in Certificate programs:* nothing in this grievance policy prevents you from contacting the Workforce Training and Education Coordinating Board, 128 10<sup>th</sup> Avenue SW, Olympia, WA 98504-3105, (360) 709-4600, at any time. Visit <https://www.studentcomplaints.wa.gov/hc/en-us> to learn more about the complaint procedures.

*Students in Associates of Applied Science in Medical Assistant program:* once the College grievance process is completed, a student may contact the Washington Student Achievement Council (WSAC). WSAC has authority to investigate student complaints against specific schools. WSAC may not be able to investigate every student complaint. Visit <http://www.wsac.wa.gov/student-complaints> for information regarding the WSAC complaint process.

## **STEP 6**

### **NC-SARA (APPLICABLE TO STUDENTS ENROLLED IN DISTANCE EDUCATION PROGRAMS THAT ARE NOT RESIDENTS OF CALIFORNIA)**

If a complaint is not resolved at the institutional level, a student enrolled via the policies and standards of the National Council for State Authorization Reciprocity Agreements (NC-SARA) may appeal to the portal agency of the home state in which the institution is legally domiciled, Alaska Commission on Postsecondary Education (ACPE).

Information on NC-SARA's complaint resolution process is available at <http://nc-sara.org/content/sara-policies-and-standards>. Visit [https://acpe.alaska.gov/ConsumerProtection?\\_ga=2.134089997.2020258240.1670443583-1699735053.1670443583](https://acpe.alaska.gov/ConsumerProtection?_ga=2.134089997.2020258240.1670443583-1699735053.1670443583) for information regarding the ACPE complaint process.

Montana residents: Complaints concerning proper licensure under Montana law (see Board of Regents' Policy 221, <http://www.mus.edu/borpol/bor200/221.pdf>), including, if applicable, complaints related to State Authorization Reciprocity Agreement standards, may be directed to the Montana University System Office of the Commissioner of Higher Education, 2500 Broadway PO Box 203201, Helena, Montana 59620-3201, 406-444-6570.

## **STEP 7**

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If a student does not feel that the College has adequately addressed a complaint or concern, the student may consider contacting the College's accrediting agency. All complaints must be submitted using the ABHES on-line complaint system at <https://complaintsabhes.com>. The complaint should include a narrative section filled out for each complaint type. Additionally, any supporting documentation should be uploaded into the system.

Other interested individuals or agencies with a concern or grievance should contact Charter College administration. This information will then be forwarded to the appropriate department for review and possible resolution.