

UoNA Grievance Policy

Grievances should always be resolved at the most immediate level possible. Student will not be subject to unfair actions as a result of initiating a complaint proceeding. No student shall suffer any negative administrative or academic consequences for the submission of either an academic or a non-academic grievance.

In the case of academic complaints or disputes:

- The student is directed to communicate the problem to the faculty or other academic member involved and attempt to resolve the issue.
- If a complaint or dispute is not satisfactorily resolved by the faculty member, the student appeals to the academic vice president or academic manager.
- The vice president/manager investigate and may choose to involve other administrators, as appropriate.
- If the complaint or dispute is still unresolved, the student may appeal in writing to the president, whose decision is binding.

In the case of non-academic complaints or disputes:

- The student is directed to communicate the problem to the staff member involved and attempt to resolve the issue.
- If a complaint or dispute is not satisfactorily resolved by the staff member, the student appeals to the supervisor of the staff member.
- If the complaint or dispute is still unresolved, the student may appeal in writing to the president, whose decision is binding.

If the student complaint cannot be resolved after exhausting the university's grievance procedure, students may file a complaint with the State Council of Higher Education for Virginia (SCHEV) and/or the Accrediting Council of Independent Colleges and Schools (ACICS). Under the aegis of the State Authorization Reciprocity Agreements (SARA) the University of North America accepts oversight by the State Council of Higher Education in Virginia (SCHEV) for students enrolled in Distance Education courses or programs. Grade appeals and student conduct appeals are not allowed under SARA.

The student should submit such written complaints directly to the regulatory agency:

State Council of Higher Education for Virginia
Private and Out of State Postsecondary Education
101 N. 14th Street, 9th Floor
James Monroe Building
Richmond, VA 23219

And/or

Accrediting Council of Independent Colleges & Schools
1350 Eye Street, NW Suite 560
Washington, DC 20005
Tel: 1-202-336-6780
www.acics.org