



American InterContinental University Grievance Procedure

Grievance Procedure

- Many issues can be resolved through discussion and students are encouraged to make contact with the appropriate instructor or staff member at the first indication of a problem or concern.
- If this fails to yield adequate resolution, students may submit their complaints verbally or in writing to the appropriate departmental supervisor.
- In the event that these steps do not yield a satisfactory resolution, students may file a written appeal with the campus Appeals Board through the Ombudsman's Office or with the Vice President of Student Affairs.
- Students wishing to speak with the campus Ombudsman may contact an Ombudsman staff member at the contact information below.
- Grade appeals should be addressed by following the Grade Appeal Procedure described in the Student Handbook. For more information regarding Grade Appeals, please contact your student advisor.

Appeals Board

- The Appeals Board consists of the President, Vice President of Academic Affairs, Vice President of Student Affairs, and a faculty member and meets as needed to review appeals regarding University decisions, student grievances and satisfactory academic progress. The Appeals Board decision is final and may not be further appealed by the student.
- Students wishing to appeal a grade received in a class should follow the Grade Appeal Procedure as described in the Student Handbook. For more information regarding Grade Appeals, please contact your student advisor.

Office of the Ombudsman

- Students who wish to process a grievance or perceive that their rights may have been denied may seek assistance through the Ombudsman's Office.
- The Ombudsman position at American InterContinental University was created to deliver a high level of service to students.
- The Ombudsman is a representative of the University and is responsible for addressing student inquiries and serving as a liaison between the student and University departments where communication is not yielding resolution.
- The Ombudsman provides students with information and, if problems occur, initiates resolutions and helps guide the student through the University Grievance Procedure.

Contact Information

Please feel free to contact a staff member within the Office of the Ombudsman at general toll free number at 877.221.5800 option 6. The Ombudsman on this campus is Issac George and can be contacted by phone 847.851-4261 or by email at ombudsman@aiuonline.edu . The Vice President of Student Affairs is Betsy Balachandran and can be contacted by phone at 224.293.5682 or email at bbalachandran@aiuonline.edu.