INTERNAL PROCESS
Students who wish to process a grievance or perceive that their rights may have been denied may seek 
assistance through the Ombudsman’s Office. These staff are responsible for answering student inquiries 
and serving as a liaison between the student and the University departments. Contact the following 
individuals for assistance.

AIU Atlanta – Dr. Amanda Eisemann – (404) 965-6527 or AEisemann@aiuniv.edu
AIU Houston – Brian Candido – (832) 201-6879 or BCandido@aiuniv.edu
AIU Online – Brandie Riegel – ombudsman@aiuniv.edu

EXTERNAL PROCESS
If students are unable to resolve their concerns through the University Grievance procedure, they may 
also pursue the grievance through the external regulators listed below. Although students are 
encouraged to begin the process with the Ombudsman, there is nothing which prevents a student from 
submitting a complaint to these agencies before submitting the concern through the University’s 
grievance procedure.

STATE REGULATORY AGENCIES
AIU ATLANTA
Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220
Tucker, GA 30084-5305
Online Complaint System: https://gnpec.georgia.gov/student-complaints

AIU HOUSTON
Texas Higher Education Coordinating Board
Office of General Counsel
P.O. Box 12788
Austin, TX 78711-2788
StudentComplaints@thecb.state.tx.us
The THECB student complaint information is codified under 19 TAC §§1.110-1.120. An overview of the 
complaint procedure, how to submit a complaint, and the complaint form can be found here.

AIU ONLINE
Arizona State Board for Private Postsecondary Education
1740 West Adams Street, Suite 3008
Phoenix, AZ 85007
Phone: 602-542-5709
Website Address: www.azppse.gov

STUDENTS ATTENDING VIA DISTANCE EDUCATION ONLY
Students enrolled from states that are members of the State Authorization Reciprocity Agreement (SARA) 
should use the information below if they are unable to resolve a complaint through the University’s formal 
grievance process. Currently, California is the only state that does not belong to SARA. The District of 
Columbia and Puerto Rico are also SARA members.
Arizona SARA Complaint Process: AIU is part of the American InterContinental University System, which is approved by NC-SARA through the Arizona SARA Council (“AZ SARA”). AZ SARA has jurisdiction over Arizona SARA-approved institutions in relation to non-instructional complaints. Instructional complaints, such as grade grievances, and those related to student conduct are not reviewed by AZ SARA and should not be submitted for review. Distance education students who reside in SARA states may file a complaint with AZ SARA only after the student has first utilized AIU’s grievance process and the Arizona State Board for Private Postsecondary Education’s complaint process. Eligible complaints may be submitted to AZ-SARA at https://azsara.arizona.edu/content/complaint-process.

California Residents: California is the only state that has not entered into an agreement through the State Authorization Reciprocity Agreement (SARA). The AIU System is registered as an out of state institution with the BPPE.

Bureau of Private Postsecondary Education
P.O. Box 980818
Sacramento, CA 95798-0818
https://connect.bppe.ca.gov/#/submitcomplaint
http://www.bppe.ca.gov/forms_pubs/complaint.pdf

ACCREDITING AGENCY
The Higher Learning Commission
230 South LaSalle Street, Suite 7-500
Chicago, IL 60604
https://www.hlcommission.org/Student-Resources/complaints.html