



A member of the American InterContinental University System

CONTACT INFORMATION FOR STUDENT GRIEVANCE PROCEDURE

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 Riegle – 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@theccb.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 complaint 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>