CONTACT INFORMATION FOR AIU STUDENT GRIEVANCE PROCESS

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 - Jessica Epstein – (404) 965-6527 or jepstein@aiuniv.edu
AIU Houston – Jamie Mike – (832) 201-3640 or jmike@aiuniv.edu
AIU Online – Brandie Riegle – ombusdman@aiuniv.edu

EXTERNAL PROCESS

If students are unable to resolve their concerns through the Ombudsman process, 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 process.

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 ONLINE 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 which does not belong to SARA. The District of Columbia and Puerto Rico are also SARA members.
Arizona SARA Complaint Process:  AIU is a SARA participating institution. The Arizona SARA Council (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 the Council and should not be submitted for review. Online 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 azsara.arizona.edu/complaint-process.

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

Bureau of Private Postsecondary Education
P.O. Box 980818
Sacramento, CA 95798-0818
bppe@dca.ca.gov
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
complaints@hlcommission.org
www.hlcommission.org