Grievance Policy

American National University of Kentucky provides a fair, timely, and consistent process for resolving student complaints and grievances, including allegations of discrimination on the basis of race, color, religion, creed, ancestry, gender, marital status, sexual orientation, national origin, age, physical or other disability, military or veteran status, or receipt of public assistance. This policy is applicable to Kentucky residents as well as students taking distance education coursework under NC-SARA, and is designed to ensure prompt and equitable resolution of all student concerns. The University encourages informal resolution whenever possible but provides a formal procedure when informal resolution is not appropriate or successful.

Filing a Complaint

Students are encouraged to attempt informal resolution of routine academic or administrative concerns through the appropriate instructor, advisor, dean, or University office prior to filing a formal grievance when appropriate.

Any student who wishes to file a formal grievance should address it as follows:

1. A formal grievance should be filed in writing by email to FormalGrievance@an.edu. The formal grievance should contain the name, address, telephone number, and email address of the student filing the grievance, a brief description of the circumstances giving rise to the grievance, and written statements from all other persons involved in the grievance who wish to be heard. The student should also provide copies of any documents, correspondence, screenshots, recordings, or other evidence the student wishes the University to consider as part of the investigation. The University may also review relevant University records and communications as part of the investigation.

    - A formal grievance should be filed within thirty (30) days of an alleged incident or one (1) week after the complainant becomes aware of the circumstances giving rise to the grievance, whichever is later.
    - Upon receipt of the formal grievance, the Vice President of Academic Affairs (VPAA), or designee, will coordinate and conduct an investigation of the grievance in consultation with the appropriate Program Dean, Chairperson, or other relevant University personnel, as applicable.
    - Following completion of the investigation, the investigative findings and supporting documentation will be submitted to the Chief Academic Officer (CAO) for review and determination.
    - The Chief Academic Officer (CAO) will review the investigative findings, make a determination, and take such action as is deemed appropriate within ten (10) business days of receipt of the investigative findings.

2. If the complainant is not satisfied with the determination or action of the Chief Academic Officer (CAO), he or she may make a written appeal within thirty (30) days of the determination or action to the Senior Executive Vice President of Operations (SEVPO). The appeal should be filed by email to GrievanceAppeal@an.edu.

    - The appeal should contain the name, address, telephone number, and email address of the student filing the appeal, a brief description of the circumstances giving rise to the original grievance, and a brief description of the reason why the student believes the determination or action to be in error.
    - The Senior Executive Vice President of Operations (SEVPO) will consider the appeal, make a determination, and take such action as he or she deems appropriate within ten (10) business days of receiving the appeal.

3. If the complainant is not satisfied with the determination or action of the CAO or the Senior Executive Vice President of Operations (SEVPO), he or she along with all persons involved in the complaint may make a written appeal within thirty (30) days of the determination or action of the Senior Executive Vice President of Operations (SEVPO) to the President of the University. The appeal should be filed by email to GrievanceAppeal@an.edu.

    - The appeal should contain the name, address, telephone number, and email address of all persons involved in the complaint which prompted the appeal, a brief description of the circumstances giving rise to the original complaint, and a brief description of the reason why the student believes the determination and action of the Program Dean, Vice President of Academic Affairs, or Executive Vice President Senior Operations to be in error.
    - The President will consider the appeal, make a determination, and take such action as he or she deems appropriate within 10 days of receiving the appeal.

4. The University may extend grievance timelines when reasonably necessary to ensure a thorough investigation or due to witness availability, academic breaks, or other operational considerations. The complainant will be notified of any such extension.

5. Retaliation against any individual participating in the grievance process is prohibited.

Additional Avenues for Resolution

If a grievance cannot be resolved through the University's internal procedures, students may contact the appropriate external agency:

State Licensing Authority – Kentucky
Council on Postsecondary Education
100 Airport Rd., 3rd Floor
Frankfort, KY 40601
Tel: (502) 573-1555

Institutional Accreditor – Kentucky
Accrediting Bureau of Health Education Schools (ABHES)
6116 Executive Boulevard, Suite 750
North Bethesda, MD 20852
Tel: (301) 291-1555

State-Specific Contacts
If a student lives in the following state, the student may contact this entity directly. If the student does not live in the following state, the student should contact the Council on Postsecondary Education (see above).

California: Bureau for Private Postsecondary Education
1747 North Market Blvd., Suite 225, Sacramento, CA 95834
Tel: (916) 574-8900 or (888) 370-7589

Students residing outside Kentucky, in NC-SARA member states, who are pursuing coursework under NC-SARA may follow the NC-SARA policy for resolving complaints.

NC-SARA.
https://nc-sara.org/sara-student-complaints-0/

An up-to-date list of portal contacts for NC-SARA agencies may be obtained at https://nc-sara.org/state-portal-entity-contacts/.

GI Bill® Beneficiaries
The Kentucky State Approving Agency (SAA), is the approving authority of education and training programs for Kentucky. The Kentucky SAA investigates complaints of GI Bill® beneficiaries. While most complaints should initially follow the school's grievance policy, if the situation cannot be resolved at the school level, the beneficiary should contact the Kentucky SAA via the contacts at https://veterans.kctcs.edu/ Who_We_Are/Contact_Us.aspx. GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about the education benefits offered by the VA is available on the official U.S. Government Website at www.benefits.va. gov/gibill.