

Student Grievance Policy

Informal Resolution

Students who wish to seek further review of an academic or non-academic decision or action by the College or a College employee (in an official capacity) that the student contends was in violation of written campus policies, or constitutes unfair or unequal application of such policies, should first seek to resolve such concerns through informal discussions. Complaints regarding academic matters should generally begin with informal discussions with the student's instructor or with the faculty member supervising a course. If such informal discussions do not reach a satisfactory resolution, then the student may pursue a grievance following the steps in this policy.

Academic decisions are defined as those made by faculty or academic deans and/or involving coursework, courses, or issues inside the classroom not covered by other policies.

Non-academic decisions are defined as those made by staff regarding issues/policies that occur outside the classroom and the scope of academic work such as student services or finance and administration.

Applicability of Policy

This policy applies to all UAHT students. This policy does **not** apply to matters which are covered by other campus policies or appeal procedures, including, but not limited to, the following:

- grade appeals;
- allegations of discrimination or harassment (including sexual harassment) under the college's non-discrimination policy;
- allegations of failure to provide reasonable accommodations for a disability;
- financial aid;
- enforcement of campus parking regulations;
- ARNEC and Practical Nursing programs which have separate grievance procedures outlined in their respective student handbooks;
- violations of the UAHT Code of Student Conduct.

Matters involving allegations of unlawful harassment (including sexual harassment), discrimination and/or retaliation should be reported to the Title IX Coordinators, and matters involving alleged failure to provide reasonable accommodations for a disability should be reported to the Vice Chancellor for Student Services. Additional information about each of the above policies is available on the college's website and through the Office of the Dean of Student Services.

Furthermore, this grievance process is intended to address alleged violations of college policy with respect to individual students, rather than disagreements with existing policies. Questions regarding the applicability of this grievance policy to a particular issue will be determined by the office of the dean of student services, in consultation with the vice chancellors and other college officials, as necessary.

Examples of matters to which the grievance policy would apply include: incorrect application of the tuition refund policy; noncompliance with the late withdrawal policy; or misapplications of policies listed in the college catalog that are not covered by a specific grievance policy.

Formal Grievance Process

If efforts to resolve a complaint or issue informally are not successful, no later than 30 calendar days following the decision or action that the student seeks to have reviewed, the student may pursue the matter via the grievance policy by putting the grievance in writing, clearly and succinctly stating the facts relating to the grievance and which policies the student contends have been violated or misapplied. The grievance form is available here [Student Grievance Form](#). For an academically related grievance, the written grievance shall be reviewed by the appropriate academic dean who may appoint an alternate official to consider the grievance. If the grievance involves an academic dean, the Vice Chancellor for Academics will appoint an alternative official to consider the grievance. For a non-academic matter, the grievance will be considered by an administrator with authority over the relevant area. The administrator considering the grievance will review the material provided by the student, and may, at the administrator's discretion, gather any additional information that will be helpful to a decision, whether in writing or through meeting with the student or other persons involved. The administrator reviewing the grievance shall make a decision, in writing, within 14 calendar days after receiving the student's grievance (excluding the day of receipt and holidays when the College is closed), or as soon as possible thereafter. The decision will explain the basis for the decision, remedial steps required, if any, and the procedure for requesting an appeal.

Appeals

If the student believes the grievance decision is in error, then that person may, within 14 calendar days after the date of the written decision, appeal the decision to the Vice Chancellor for Academics (for an academic matter) or to the relevant vice chancellor or a designee (for non-academic matters). The administrator considering the appeal will review the material provided by the student, the grievance decision, any other material which has been assembled regarding the matter, and any applicable college policies and may, at his or her discretion, gather any additional information that will be helpful to a decision, whether in writing or through meeting or consulting with any individuals deemed necessary in the administrator's discretion. The administrator reviewing the appeal shall make a decision, in writing, within 14 calendar days of receiving the student's grievance, or as soon as possible thereafter. The appeal decision shall be final.

External Complaint Resolution

If a grievance cannot be resolved internally within the college, a student may file a complaint with the appropriate authority. Students at the University of Arkansas Community College at Hope-Texarkana, residing in Arkansas or attending from out-of-state, must file complaints in writing with the Arkansas Department of Higher Education (ADHE), 423 Main Street, Suite 400, Little Rock, AR 72201, within 20 days of completing the institution's grievance process. As required by ADHE, the grievant must provide a statement from the institution verifying that the institution's appeal process has been followed. ADHE inquiries are limited to courses/degree programs certified by the Arkansas Higher Education Coordinating Board (AHECB) under Ark. Code § 6-61-301 and to matters related to the criteria for certification. Students may also contact the [Higher Learning Commission of the North Central Association of Colleges and Schools](#), which is the college's regional accrediting body, at 230 South LaSalle Street, Suite 7-500,

Chicago, IL 60604, or at inquiry@hlcommission.org or 1-800-621-7440. This information is provided pursuant to 34 CFR § 668.43(b).