



AAHEA Official Document #07 Date Developed: 2007 Page 1 of 1 Date Revised: To: All institutions

NOTICE TO ALL STUDENTS: AAHEA COMPLAINT PROCEDURE

The American Association For Higher Education and Accreditation, (AAHEA) recognizes this institution for its meeting and maintaining certain standards of quality. It is the mutual goal of AAHEA and the institution to ensure that quality educational training programs are provided. When problems arise, students should make every attempt through the formal complaint procedure within the institution to find a fair and reasonable solution.

However, in the event that a student has exercised the channels available within the institution to resolve the problem(s) by way of the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be in writing and must be signed and mailed, faxed, or emailed to the AAHEA office. Complaints received by phone will be documented, and the complainant will be requested to submit the complaint in writing.

2. The letter of complaint must contain the following:

- a. A detailed description of the problem(s);
- b. The approximate date(s) that the problem(s) occurred;
- c. The full name(s) and title(s) or position(s) of the individual(s) involved in the problem(s), including both institutional staff and/or other students who were involved;
- d. Evidence demonstrating that the **institution's complaint procedure was followed** prior to contacting AAHEA;
- e. The name and mailing address of the complainant; if the complainant specifically requests that anonymity be maintained, AAHEA will not reveal his or her name to the institution involved as this is your absolute right. However it ties the hands of the institution in the ability to respond properly to any complaint. This will have to be taken into account with the varsity of the complaint.

3. In addition to the letter of complaint, original copies of any relevant supporting documentation should be forwarded to AAHEA (e.g., the student's enrollment agreement, the syllabus or course outline, correspondence between the student and the institution).

4. **SEND TO:** AAHEA CHAIR,
COMPLAINT REVIEW COMMITTEE
2020 Pennsylvania Ave. NW #905
Washington, DC 20006
Telephone: (202) 293-6440
Fax: (1-877) 510-4240
Website: www.aahea.org

Note: Complainants will receive an acknowledgement of receipt within 15 days.