

## **COMPLAINT POLICY**

Student complaints may be submitted using the Complaint Form on the ACP website.

Title IX complaints may be reported directly to the Title IX Coordinator. Title IX complaints will be addressed under ACP's Sexual Misconduct Policy and Procedures.

Upon receipt of a complaint, the Associate Dean of Student and Alumni Affairs ("Associate Dean") will meet with the student who submitted the complaint and with any individuals named in the complaint. The Associate Dean may meet with students, faculty, staff, and administrators to obtain additional information or evidence.

After investigating the complaint, the Associate Dean will determine any measures taken by the College to address the complaint. Such measures to address the complaint will be reported to the complainant and to the respondent (if the complaint includes a respondent).

No student shall be subjected to unfair action or retaliation as a result of filing a complaint under this policy.

### **Complaint Hearing**

If the complainant or respondent is dissatisfied with the initial resolution of the complaint, that party may request a hearing. The following procedural rules shall apply to a hearing:

- a) A hearing will be scheduled and a hearing officer appointed by the President will preside at the hearing.
- b) The order of the hearing shall be as follows:
  - i. Reading of the complaint
  - ii. A statement by the complainant
  - iii. A statement by the respondent (if the complaint includes a respondent)
  - iv. Presentation of evidence and witnesses by parties to the complaint
  - v. Closing comments of the complainant
  - vi. Closing comments of the respondent (if the complaint includes a respondent)
- c) A record of the hearing shall be maintained.
- d) Upon completion of the hearing, the hearing officer will make a decision in writing on the complaint and the appropriate institutional response, if any, within ten (10) calendar days. The ten (10) day timeline may be extended by ACP if all parties are provided written notice. Absent an appeal to the President, the decision of the hearing officer is final.

### **Appeal Process**

- a) Either party, if not satisfied with the decision of the hearing officer, may appeal that decision in writing to the President, provided that notice of appeal is received by the President within ten (10) working days from the date of the hearing officer's written decision. The President shall review the record of the proceeding and conduct further investigations as are deemed appropriate. The President shall consider all information and render a decision on the appeal.

The decision of the President shall be final and shall be rendered in writing within thirty (30) calendar days of the appeal. The thirty day timeline may be extended by ACP if all parties are provided written notice.

b) The records of all complaints, complaint resolutions, complaint hearings, and all final decisions on complaints will be kept by the Legal Counsel for a period of not less than three (3) years after the parties involved no longer attend ACP. These records will be made available to others only with the express and specific approval of the Legal Counsel or upon a subpoena from an authorized agency.

After utilizing the college's grievance process, any unresolved complaint may be appealed to the State Council of Higher Education for Virginia (SCHEV).

#### **SCHEV**

James Monroe Building  
101 North Fourteenth Street  
Richmond, Virginia 23219  
804.225.2600; Fax: 804.225.2604  
[www.SCHEV.edu](http://www.SCHEV.edu)

#### **L. GRIEVANCE POLICY FOR VETERANS AND OTHER ELIGIBLE PERSONS**

Veterans and other eligible persons may report a grievance against the school to the Virginia State Approving Agency and US Department of Veterans Affairs.

"The Virginia State Approving Agency (SAA) is the approving authority of education and training programs for Virginia. Our office investigates complaints for GI Bill® beneficiaries. While most complaints should initially follow the school grievance policy, if the situation cannot be resolved at the school, the beneficiary should contact our office via email [saa@dvs.virginia.gov](mailto:saa@dvs.virginia.gov). *GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Website at <http://www.benefits.va.gov/gibill>.*"