

CONTACT INFORMATION FOR STUDENT GRIEVANCE PROCEDURE

INTERNAL PROCESS

DigitalCrafts views complaints as an opportunity to learn and improve for the future, as well as a chance to make necessary corrections for the person who has made the complaint. Our policy's objective is to accomplish the following:

- Provide a fair procedure that is clear and easy to use for anyone wishing to make a complaint.
- Ensure everyone at DigitalCrafts knows what to do if a complaint is received.
- Ensure that complaints are, wherever possible, resolved and relationships are repaired in a timely manner.

If a student has concern, they should speak with their instructor or cohort manager to seek resolution. Complaints can be filed at any point while enrolled and for a 52-week period after leaving the program. Once a complaint is received, DigitalCrafts staff will provide a response within 48 hours to the complainant detailing next steps to resolve the complaint at hand. If a resolution is agreed upon, the matter will be closed accordingly. *DigitalCrafts strongly encourages students to address any complaints directly with their instructor or cohort manager before initiating the formal complaint process so we can work with the student to quickly address their concerns.*

If this fails to yield adequate resolution, students may submit their written complaint to the Ombudsman's Office (ombudsman@aiuniv.edu) for additional review. A student should refer to the "Agreement to Submit to DigitalCrafts' Grievance Procedure" in their Enrollment Agreement and Disclosure for important terms and conditions regarding this Grievance Procedure and other rights.

COMPLAINTS TO EXTERNAL AGENCIES

If students are unable to resolve their concerns through the internal Grievance procedure, 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 institution's grievance procedure. Be advised, however, that certain agencies may require this as part of their process.

State Regulatory Agencies

Georgia Residents: Complaints may be filed with the Georgia Nonpublic Postsecondary Education Commission, 2082 East Exchange Place, Suite 220; Tucker, GA 30084-5305; 770-414-3300. <https://gnpec.georgia.gov/student-resources/complaints-against-institution>

All Other Students, Including Online: If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education, 1740 West Adams Street, Suite 3008; Phoenix, AZ 85007, phone: 602-542-5709. <https://ppse.az.gov/student-complaint-procedure>

Arizona SARA Complaint Process: DigitalCrafts is part of the American InterContinental University System, which is approved by NC-SARA through the Arizona SARA Council ("AZ SARA"). 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 AZ SARA and should not be submitted for review. Distance education students who reside in SARA states (currently all but California) may file a complaint with AZ SARA only after the student has first utilized the DigitalCrafts grievance process and the Arizona State Board for Private Postsecondary Education's complaint process. Eligible complaints may be submitted to AZ-SARA at <https://azsara.arizona.edu/complaints>.

Accrediting Agency

Complaints may be filed with the Higher Learning Commission, 230 South LaSalle Street, Suite 7-500; Chicago, IL 60604; <https://www.hlcommission.org/Student-Resources/complaints.html>