

Grievance Procedure

PMI provides an avenue of due process for students (i.e., grievant) who do not agree with the Institution's determinations. Student concerns should first be addressed within the program or through student services. When a concern is not sufficiently addressed to the student's satisfaction, a formal written complaint may be initiated following the procedures outlined below.

Formal Written Complaints

Student grievances are recorded in writing on the appropriate campus form(s). Procedures described in this section may be used for the following types of grievances:

- a. Termination/readmission: Appeals from students who have been terminated from a program of study may appeal for readmission within 60 days of the termination date.
- b. Complaints: Complaints alleging discrimination on the basis of race, national origin, color, sex, disability, age by students, staff, or third parties. Such complaints must be filed within 30 days of the last alleged incident of discrimination.
- c. Other: Other student concerns that cannot be resolved through discussion with the instructor or program director.

Procedure

- a. The student must submit the substance of the grievance in written form to the campus director, associate director, or the PMI Title IX Coordinator, Liby Lentz, at TitleIXCoordinator@pmi.edu
- b. An appointment will be made to meet with the campus director, associate director, or Title IX Coordinator.
- c. The campus director, associate director, or Title IX Coordinator will respond to the complaint within 10 working days of the meeting.
- d. If the grievance is still unresolved after meeting with one of the above-named individuals, the student may telephone or write the PMI Chief Operating Officer (COO), John Hanson: 888-412-7462; 40 N Swan Road, Suite 100, Tucson AZ 85711. The student must submit the substance of the grievance in written form to the COO, who will respond to the written complaint within 30 days of receipt, if possible.
- e. The COO or designated PMI representative will conduct an impartial investigation that will include a review of relevant documents. The student will have an opportunity to provide relevant information and evidence prior to the investigation.
- f. During or after the investigation, at the request of the complainant, PMI will consider various options to protect the complainant as appropriate, including but not limited to: a no-contact order (complainant may go to local law enforcement); health and mental services; academic support; opportunity to retake the class; withdraw without penalty.
- g. Further, PMI states that retaliation is absolutely forbidden and will discipline any person engaging in retaliatory conduct.
- h. If an actual hearing is convened at the request of the COO, then both parties will have access to all the evidence at least 10 days before the hearing.
- i. One or both parties may be represented by a duly licensed attorney at the hearing.
- j. However, the formal rules of evidence shall not apply. Cross-examination of the parties may only be done by a party's attorney. No party to the hearing shall directly cross-examine another party.
- k. Documentation will be kept of all steps of the process by the Title IX coordinator.
- l. PMI will take all necessary steps to train the investigators, Title IX coordinator, adjudicators, etc., on the applicable laws and these procedures.
- m. Once the outcome of the complaint or grievance has been determined, written correspondence will be provided to all parties involved as assurance that corrective measures will be taken to prevent reoccurrence of a complaint related to discrimination of any kind.
- n. If the investigation determines that discrimination has occurred, corrective action will be taken, including consequences imposed on the individual found to have engaged in the discriminatory conduct, individual remedies offered or provided to the subject of the complaint, and/or staff or student training or other systemic remedies as necessary to eliminate discrimination and prevent it from reoccurring.
- o. If the complaint cannot be resolved after exhausting PMI's grievance procedure, the student may file a complaint with the appropriate state or accrediting agency listed below. Each agency has specific procedures for filing a grievance. Student is advised to contact the agency directly to ensure proper filing of concern.

- p. There shall be no conflict of interest or the appearance of a conflict of interest during any stage of the grievance process.
- q. If the investigation will take longer than 30 days, all parties will be apprised of the steps being taken.
- r. Sanctions can range from a written reprimand to expulsion from the School in the case of a student, or termination from employment in the case of an employee, depending on the nature and severity of the charges.
- s. PMI will keep the student's (i.e., accuser) identity confidential as much as possible. However, it may be necessary to release the student's name to the accused in order to fully investigate the grievance or charge.
- t. Evidence of past relationships will not be allowed as evidence in this process.

Accrediting and State Agency Contact Information

Pima Medical Institute must provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint. Students or prospective students must follow the PMI Grievance Policy, above. Once the PMI Grievance procedure has been exhausted, the student or prospective student may contact the appropriate agency as listed below.

Institutional Accrediting Agency

Accrediting Bureau of Health Education Schools (ABHES)
6116 Executive Blvd., Suite 730,
North Bethesda, MD 20852
www.abhes.org info@abhes.org
[Complaint Resources](#)

New Mexico

New Mexico Higher Education Department
2048 Galisteo St, Suite 4
Santa Fe, New Mexico 87505
[Complaint Resources](#)

Arizona

Arizona State Board for Private Postsecondary Education
1740 W. Adams Street Suite 3008
Phoenix, AZ 85007
[Complaint Resources](#)

Texas

Texas Workforce Commission
Career Schools and Colleges - Room 226-T
101 East 15th Street
Austin, Texas 78778-0001
[Complaint Resources](#)

California

California Bureau of Private Postsecondary Education
1747 North Market, Suite 225
Sacramento, CA 95834
bppe@dca.ca.gov
[Complaint Resources](#)

Texas

Texas Higher Education Coordinating Board
1200 E. Anderson Lane
Austin, Texas 78752
[Complaint Resources](#)

Colorado

Colorado Department of Higher Education
1600 Broadway, Suite 2200
Denver, Colorado 80202
[Complaint Resources](#)

Washington

Washington Student Achievement Council
917 Lakeridge Way SW, PO Box 43430
Olympia, WA 98502-3430
dainfo@wsac.wa.gov
[Consumer Resources](#)

Montana

Montana University System
560 N. Park – 4th Floor
PO Box 203201
Helena, Montana 59620-3201
[Complaint Resources](#)

Washington

Workforce Training and Education Coordinating Board
128 10th Avenue SW PO Box 43105
Olympia, WA 98504-3105
workforce@wtb.wa.gov
[Complaint Resources](#)

Nevada

Nevada Commission on Postsecondary Education
2800 E St. Louis Avenue
Las Vegas, Nevada 89104
[Complaint Resources](#)