



# State Complaint Disclosure

The following information is published in compliance with **34 CFR 668.43(b)**.

PMI is an approved NC-SARA institution through the home state of Arizona. Students enrolled in distance education programs, upon exhausting the **PMI Grievance Procedure**, outlined below, and the [Arizona State Board for Private Postsecondary Education Complaint Resolution](#) process, may appeal complaints to the AZ-SARA Council. Complaints must be submitted within two years of the incident. Complaints regarding student grades or student conduct violations may not be appealed to the AZ SARA Council. For additional information on the complaint process, please visit the [AZ SARA Complaint Page](#).

## 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 must be submitted in writing. The procedure 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](mailto: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.

Enrolled or prospective students also have the right to file complaints within their state of residence regardless of whether the state regulates the institution. The state-by-state agency information is provided below:

### **Alabama**

Alabama Department of Postsecondary Education  
 Private School Licensing Division  
 PO Box 302130  
 Montgomery, AL 36130-2130  
<https://psl.asc.edu/External/Complaints.aspx>

### **Alaska**

Alaska Commission on Postsecondary Education  
 P.O. Box 110505  
 Juneau, AK 99811-0505  
<https://acpe.alaska.gov/ConsumerProtection>

### **Arizona**

Arizona State Board for Private Postsecondary Education  
 1740 W. Adams Street, Suite 3008  
 Phoenix, AZ 85007  
<https://ppse.az.gov/student-complaint-procedure>

### **Arkansas**

Arkansas Department of Higher Education  
 423 Main Street, Suite 400  
 Little Rock, AR 72201  
<https://sbpce.wufoo.com/forms/form-8040-complaint-form/>

### **California**

California Bureau of Private Postsecondary Education  
 1747 North Market, Suite 225  
 Sacramento, CA 95834  
<https://www.bppe.ca.gov/enforcement/complaint.shtml>

### **Colorado**

Colorado Department of Higher Education  
 1600 Broadway, Suite 2200  
 Denver, Colorado 80202  
<https://higher.ed.colorado.gov/students/how-do-i/file-a-student-complaint>

## Connecticut

Office of Higher Education  
450 Columbus Boulevard, Suite 707  
Hartford, CT 06103-1841  
<https://www.ohe.ct.gov/StudentComplaints.shtml>

## District of Columbia

Office of the State Superintendent of Education  
Higher Education Licensure Commission  
1050 First St. NE, Fifth Floor  
Washington, DC 20002  
<https://helc.osse.dc.gov/topic/helcadmin/community-stakeholders/public-complaints>

## Georgia

Georgia Nonpublic Postsecondary Education  
Commission 2082 E Exchange Pl. #220  
Tucker, GA 30084-5334  
<https://gnpec.georgia.gov/student-resources/complaints-against-institution>

## Idaho

Idaho State Board of Education – Private  
Postsecondary & Proprietary Schools Coordinator  
650 West State Street PO Box 83720  
Boise, Idaho 83720-0037  
<https://boardofed.idaho.gov/higher-education-private/proprietary-schools-non-degree-granting/student-complaint-procedures/>

## Indiana

Indiana Commission for Higher Education  
101 W. Ohio Street, Suite 550  
Indianapolis, IN 46204  
<https://www.in.gov/che/2744.htm>

## Kansas

Kansas Board of Regents  
1000 SW Jackson Street, Suite 520  
Topeka, KS 66612-1368  
[http://kansasregents.org/academic\\_affairs/private\\_out\\_of\\_state/complaint\\_process](http://kansasregents.org/academic_affairs/private_out_of_state/complaint_process)

## Delaware

Delaware Department of Education The Townsend  
Building  
401 Federal Street, Suite 2  
Dover, Delaware 19901  
<https://www.doe.k12.de.us/Page/3489#hecmp>

## Florida

Commission for Independent Education  
325 West Gaines Street, Suite 1414  
Tallahassee, FL 32399-0400  
<https://www.fldoe.org/sara/student-concerns.shtml>

## Hawaii

HPEAP  
Department of Commerce and Consumer Affairs  
P.O. Box 541 Honolulu, HI 96809  
<http://cca.hawaii.gov/hpeap/hpeap-sara-complaint-process/>

## Illinois

Illinois Board of Higher Education 1 North Old State  
Capitol Plaza, Suite 333  
Springfield, Illinois 62701-1377  
<https://complaints.ibhe.org/>

## Iowa

Iowa College Aid  
475 SW Fifth St., Suite D  
Des Moines, IA 50309  
<https://www.iowacollegeaid.gov/StudentComplaintForm>

## Kentucky

Kentucky Council on Postsecondary Education  
100 Airport Road  
Frankfort, KY 40601  
[http://cpe.ky.gov/campuses/consumer\\_complaint.html](http://cpe.ky.gov/campuses/consumer_complaint.html)

## Louisiana

State of Louisiana Board of Regents  
1201 N. Third St., Suite 6-200  
Baton Rouge, LA 70802

<https://www.laregents.edu/student-complaint-process/>

## Maryland

Maryland Higher Education Commission  
6 North Liberty Street  
Baltimore, MD 21201

[https://mhec.maryland.gov/institutions\\_training/Documents/acadaff/SARA/SARA%20complaint%20correctio ns%202017.pdf](https://mhec.maryland.gov/institutions_training/Documents/acadaff/SARA/SARA%20complaint%20correctio ns%202017.pdf)

## Michigan

Department of Licensing and Regulatory Affairs  
Corporations, Securities & Commercial Licensing Bureau  
P.O. Box 30018  
Lansing, MI 48909

<https://www.michigan.gov/leo/bureaus-agencies/wd/pss>

## Mississippi

Mississippi Commission on College Accreditation  
3825 Ridgewood Road  
Jackson, MS 39211-6453

<http://www.mississippi.edu/mcca/sara.asp>

## Montana

Montana University System  
560 N. Park – 4th Floor PO Box 203201  
Helena, Montana 59620-3201

<https://mus.edu/che/arsa/StateAuthorization/Students.html>

## Nevada

Nevada Commission on Postsecondary Education  
2800 E. St. Louis Avenue  
Las Vegas, Nevada 89104

[http://cpe.nv.gov/Students/Students\\_Home/](http://cpe.nv.gov/Students/Students_Home/)

## Maine

Maine Department of Education  
23 State House Station  
Augusta, Maine 04333

<https://www.maine.gov/doe/learning/highered/sara>

## Massachusetts

Department of Higher Education  
One Ashburton Place, Rm. 1401  
Boston, MA 02108

<https://www.mass.edu/foradmin/sara/complaints.asp>

## Minnesota

Registration & Licensing Office of Higher Education  
1450 Energy Park Drive, Suite 350  
St. Paul, MN 55108

<http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

## Missouri

Missouri Department of Higher Education & Workforce  
Development

PO Box 1469 Jefferson City, MO 65102-1469  
(573) 751-2361 and select option 2

<https://dhewd.mo.gov/DistanceEducation.php>

## Nebraska

Coordinating Commission for Postsecondary Education  
P.O. Box 95005  
Lincoln, NE 68509-5005

<https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

## New Hampshire

New Hampshire Department of Education  
101 Pleasant Street  
Concord, NH 03301-3494

<https://www.education.nh.gov/pathways-education/higher-education-new-hampshire>

## **New Jersey**

Office of the Secretary of Higher Education  
1 John Fitch Plaza, 10th Floor, PO Box 542,  
Trenton, NJ 08625-0542  
<https://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

## **New York**

New York State Education Department  
Office of College and University Evaluation  
EBA Room 9696  
89 Washington Avenue Albany, NY 12234  
<http://www.nysed.gov/college-university-evaluation/complaints>

## **North Dakota**

North Dakota University System (NDUS)  
10th Floor, State Capitol  
600 East Boulevard Ave, Dept. 215  
Bismarck, ND 58505-0230  
<https://ndus.edu/state-authorization-sara/>

## **Oklahoma**

Oklahoma State Regents for Higher Education  
655 Research Parkway, Suite 200  
Oklahoma City, OK 73104  
<https://www.okhighered.org/current-college-students/complaints.shtml>

## **Pennsylvania**

Bureau of Postsecondary and Adult Education  
Pennsylvania Department of Education  
333 Market Street, 12th Floor  
Harrisburg, PA 17126-0333  
[https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/State-Authorization-Reciprocity-Agreement-\(SARA\).aspx](https://www.education.pa.gov/Postsecondary-Adult/CollegeCareer/Pages/State-Authorization-Reciprocity-Agreement-(SARA).aspx)

## **South Carolina**

South Carolina Commission on Higher Education  
1122 Lady Street, Suite 300  
Columbia, SC 29201  
[https://www.che.sc.gov/sites/che/files/Documents/Licensing%20updates/testSARA\\_.pdf](https://www.che.sc.gov/sites/che/files/Documents/Licensing%20updates/testSARA_.pdf)

## **New Mexico**

New Mexico Higher Education Department  
2048 Galisteo St, Suite 4  
Santa Fe, New Mexico 87505  
<https://hed.nm.gov/students-parents/student-complaints>

## **North Carolina**

North Carolina Post-Secondary Education Complaints  
University of North Carolina System Office  
910 Raleigh Road, Chapel Hill, NC 27515-2688  
For more information, send an email to:  
[studentcomplaint@northcarolina.edu](mailto:studentcomplaint@northcarolina.edu)  
<https://www.northcarolina.edu/post-secondary-education-complaints/>

## **Ohio**

State Board of Career Colleges and Schools  
30 East Broad Street, Suite 2481  
Columbus, OH 43215  
<https://scr.ohio.gov/information-for-students/file-a-complaint/6-file-a-complaint>

## **Oregon**

Higher Education Coordinating Commission  
255 Capitol Street NE, Third Floor  
Salem, OR 97310  
<https://www.oregon.gov/highered/about/Pages/complaints.aspx>

## **Rhode Island**

Commissioner of Higher Education  
RI Office of Higher Education  
80 Washington Street, Suite 254  
Providence, RI 02903  
<https://riopc.edu/services/help-for-students/>

## **South Dakota**

South Dakota Board of Regents  
306 E Capitol Ave, Suite 200  
Pierre, SD 57501  
<https://tdx.sdbor.edu/TDClient/33/Portal/Home/?ID=50219c42-9f6a-45de-82ad-cad22e4afa9b>

## **Tennessee**

Higher Education Commission  
404 James Robertson Parkway, Ste 1900  
Nashville, TN 37243  
<https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html>

## **Utah**

Department of Commerce – Division of Consumer Protection  
160 East 300 South PO Box 146704  
Salt Lake City, UT 84114-6704  
<https://dcp.utah.gov/complaints.html>

## **Virginia**

State Council of Higher Education for Virginia – Private Postsecondary Education  
101 N. 14th Street, 10th Floor  
James Monroe Building Richmond, VA 23219  
<https://www.schev.edu/students/resources/student-complaints>

## **West Virginia**

Executive Vice Chancellor for Administration  
West Virginia Higher Education Policy Commission  
1018 Kanawha Boulevard, East, Suite 700  
Charleston, WV 25301-2800  
<https://www.wvhepc.edu/wp-content/uploads/2021/10/Student-Complaint-Process.pdf>

## **Wyoming**

Wyoming Community College Commission  
2300 Capitol Ave., 5<sup>th</sup> Floor, Suite B  
Cheyenne, WY 82002  
<https://communitycolleges.wy.edu/sara/>

## **Texas**

Texas Higher Education Coordinating Board  
1200 E. Anderson Lane  
Austin, Texas 78752  
<https://www.highered.texas.gov/student-complaints/>

## **Vermont**

Agency of Education  
1 National Life Drive, Davis 5  
Montpelier, VT 05620-2501  
<https://education.vermont.gov/vermont-schools/school-operations/post-secondary-programs>

## **Washington**

Washington Student Achievement Council  
917 Lakeridge Way SW, PO Box 43430  
Olympia, WA 98502-3430  
<https://wsac.wa.gov/student-complaints>

## **Wisconsin**

Distance Learning Authorization Board  
<http://www.heab.state.wi.us/dlab/students.html#file>  
OR  
Educational Approval Program  
Department of Safety and Professional Services  
4822 Madison Yards Way  
Madison, WI 53705  
<https://dsps.wi.gov/Pages/Programs/EducationalApproval/EAPFileAComplaint.aspx>