

Grievance and Discrimination Complaint Policy & Procedure

Student concerns should first be addressed by the faculty or program director-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 in this policy.

Definitions

"Grievance": Dissatisfaction or disagreement with an outcome or situation that a student believes to be incorrect or unjust. This occurs after the student has made a reasonable attempt to resolve the issue through direct engagement with the appropriate individuals, such as faculty members or program leadership, but remains unsatisfied with the resolution.

"Cohort": Group of students who started a program on the same day and who progress through the program based on the published schedule; students who withdraw, take a leave of absence, etc., may return to the same program but with a different cohort of students.

Policy

Attempts to Address

Prior to submitting a complaint, the student is expected to attempt a resolution within the academic program by communicating with staff (i.e., faculty, lead faculty, program director). If a satisfactory solution cannot be reached between the student and the academic staff, then the student may submit a formal complaint in writing to the Assistant Dean of Faculty, the Campus Director, or designated personnel.

Types of Grievance

- Academic Performance Concerns. Student academic concerns, such as performance outcomes (e.g., PPS, or failing a course, skills exam, or clinical education) that cannot be resolved through discussion with the faculty, program director, or lead faculty).
- Termination. Students who have been terminated from a program may appeal the decision in writing within 10 business days of the termination date. There is no guarantee that the student will be able to return to the same cohort and may have to re-enter or re-enroll into a different cohort.
- Discrimination Complaint: Complaints alleging discrimination in the on the basis of race, national origin, color, gender, disability, age, religion by students, staff, or third parties, or applicable legally protected characteristics.
 - For discrimination based on sex-based offenses, please refer to [PMI-054: Title IX Sex-Based Reporting](#) or [PMI – 055: Title IX Sex-Based Offenses Reporting \(Texas Campuses Only\)](#)
- Other. Students may submit a complaint for any concern that does not fall within one of the defined categories (e.g., faculty and staff performance, facilities and resources, administrative services complaints).

General Guidelines

Retaliation is forbidden and any individual engaging in retaliatory conduct will be disciplined. Conflict of interest, or the appearance of a conflict of interest during any stage of the grievance process, will not be tolerated. The student's (i.e., claimant) identity will be kept 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 complaint. 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 allegations.

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Recordkeeping

All Campus Directors are required to maintain a student complaint file in the PMI approved network location that includes a copy of the formal written complaint, details of the investigation (including personnel involved), and notes regarding the final decision. For degree programs, the program's accrediting agency may require a copy of any formal complaints; a record must be kept on file for the length of time designated by the programmatic and/or institutional accreditor, whichever is longest.

Formal Written Grievance Procedure

Formal Written Grievance

Student grievances are to be submitted in writing and include the substance of the grievance to official personnel:

- *On Ground Campus:* Student grievances are to be submitted in writing to the Associate Campus Director, Assistant Dean of Faculty, or the Campus Director.
- *Online:* Student grievances are to be submitted in writing to the Online Student Success Manager, who may assign the grievance to the most appropriate home office official.

Recipient response:

The recipient or designated official will investigate the claim and make an appointment with the claimant within 10 business days of receipt. The recipient will notify the claimant of the decision within 10 business days of the meeting. If the recipient does not respond within the time frame defined in this policy, the claimant can submit a Grievance Outcome Appeal.

Grievance Outcome Appeal

If the grievance is still unresolved after meeting with the campus director, Dean of Online Education, or designated official, the student may call the home office contact (below), submit a Grievance Appeal form via the Student Portal, or send written correspondence to the attention of the Regional Director of Operations (RDO) or Director of Online Education for distance education programs:

- **West Region** (Chula Vista, East Valley, Mesa, Phoenix, Renton, San Marcos, Seattle, Tucson)
DeWayne Johnson, Regional Director of Operations
Address: 111 Campus Way, San Marcos, CA 92078
Phone: (760) 299-4520
- **East Region** (Albuquerque, Aurora, Colorado Springs, Denver, El Paso, Houston, Las Vegas, San Antonio)
Tara Dailey, Regional Director of Operations
Address: 5725 Mark Dabling Boulevard, Suite 150, Colorado Springs, CO 80919
Phone: (719) 637-4077
- **Online**
Michele Poulos, Director of Online Education
Address: 40 N Swan Road, Suite 100, Tucson AZ 85711
Phone: 520-318-2466 x 11401

Complaints submitted via mail may require an additional 10 business days beyond the defined timelines in this policy. Grievances are to be submitted in writing to the appropriate person identified in VII. B. 1; submissions must include:

- Substance of the grievance
- Attempts to address or resolve
- Requested resolution

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Recipient Response

The recipient or designated official will attempt to contact the complainant as soon as able but no later than 10 business days from receipt of the appeal request. The recipient will conduct an impartial investigation within 10 business days of the student meeting, which will include a review of all relevant documents and additional records that may not have been included in the appeal (appeals submitted via mail may take an additional 10 days).

Following the investigation timeframe, the recipient will schedule a meeting with the student. During or after the investigation, at the request of the complainant, PMI will consider various options to protect the complainant, including but not limited to:

- Health and mental services
- Academic support
- Opportunity to retake the class
- Withdraw without penalty

Decision on Appeal

The recipient or designated official will notify all parties of the decision on the appeal within 30 business days (appeals submitted via mail may take an additional 10 days). 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 and/or other systemic remedies as necessary to prevent it from reoccurring. If the investigation will take longer than 30 days, all parties will be apprised of the steps being taken.

Filing a Grievance with an Outside Agency

The student may find that the institution's grievance process leads to a personalized resolution of the concern; however, nothing in this policy prevents a student from filing a complaint with the appropriate state, programmatic, institutional accreditation agency prior to or in lieu of following PMI's Grievance and Discrimination Policy. Each state, programmatic, or institutional accreditation agency has specific procedures for filing a grievance. Students are advised to contact the agency directly to ensure proper filing of the concern.