

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

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.

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 Dabbling 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

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

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:



State Complaint Disclosure

Alabama

Alabama Department of Postsecondary Education Private
School Licensing Division
PO Box 302130
Montgomery, AL 36130-2130

<https://psl.asc.edu/External/Complaints.aspx>

Arizona

Arizona State Board for Private Postsecondary Education
1740 W. Adams Street, Suite 3008
Phoenix, AZ 85007

<https://ppse.az.gov/student-complaint-procedure>

California

California Bureau of Private Postsecondary Education
1747 North Market, Suite 225
Sacramento, CA 95834

<https://www.bppe.ca.gov/enforcement/complaint.shtml>

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>

Alaska

Alaska Commission on Postsecondary Education
P.O. Box 110505
Juneau, AK 99811-0505

<https://acpe.alaska.gov/ConsumerProtection>

Arkansas

Arkansas Department of Higher Education
423 Main Street, Suite 400
Little Rock, AR 72201

<https://sbpce.wufoo.com/forms/form-8040-complaint-form/>

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>

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.stml>

Hawaii

HPEAP
Department of Commerce and Consumer Affairs
P.O. Box 541
Honolulu, HI 96809

<http://cca.hawaii.gov/hpeap/hpeap-sara-complaint-process/>



State Complaint Disclosure

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

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%20corrections%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>

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

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?pagelD=1078>



State Complaint Disclosure

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/

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/>

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 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

<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>



State Complaint Disclosure

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

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>

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=50%20219c42-9f6a-45de-82ad-cad22e4afa9b>

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>



State Complaint Disclosure

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., 5th Floor, Suite B
Cheyenne, WY 82002

<https://communitycolleges.wy.edu/sara/>

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>