

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

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 President, 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 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 Title IX Policy](#).
- 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 Presidents 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:

- *Physical Campus Locations:* Student grievances are to be submitted in writing to the Campus Vice President, Assistant Dean of Faculty, or the Campus President.
- *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 President, 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 Chief Operating Officer (COO) or Director of Online Education for distance education (online) programs:

- **Physical Campus Locations**
Mark Judy, Chief Operating Officer
Address: 957 S. Dobson Road, Mesa, AZ 85202
Phone: (480) 844-5540
- **Online Programs**
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 above; 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

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. Enrolled or prospective students also have the right to file complaints within their state of residence regardless of whether the state regulates the institution. Students are advised to contact the agency directly to ensure proper filing of the concern. The state-by-state agency information is provided below:

Alabama

Alabama Community College System
Private School Licensure Division
PO Box 302130
Montgomery, AL 36130-2130
<https://www.accs.edu/student-complaints/>

Alaska

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

Arizona

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

Arkansas

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

California

Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818
<https://www.bppe.ca.gov/enforcement/complaint.shtml>

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://portal.ct.gov/ohe/knowledge-base/articles/f-or-students/student-school-complaints?language=en_US

Delaware

Department of Education, Private Business & Trade Schools
35 Commerce Way, Ste 1
Dover, Delaware 19904
<https://education.delaware.gov/wp-content/uploads/2023/10/PBTS-Complaint-Form.pdf>

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/communitystakeholders/public-complaints>

Florida

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

Georgia

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

Idaho

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

Indiana

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

Kansas

Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368
https://kansasregents.gov/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

Higher Education Commission
217 East Redwood Street, Suite 2100
Baltimore, MD 21202
https://mhec.maryland.gov/institutions_training/Pages/career/pccs/complaint.aspx

Michigan

Department of Labor and Economic Opportunity,
Post Secondary Schools
P.O. Box 30805
Lansing, Michigan 48933
<https://www.michigan.gov/leo/bureaus-agencies/wd/pss>

Hawaii

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

Illinois

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

Iowa

Iowa Department of Education
400 E 14th St
Des Moines, IA 50319
<https://educate.iowa.gov/higher-ed/student-complaints>

Kentucky

Council on Postsecondary Education
100 Airport Road
Frankfort, KY 40601
http://cpe.ky.gov/campuses/consumer_complaint.html

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

Office of Higher Education
1450 Energy Park Drive, Suite 350
St. Paul, MN 55108
<https://ohe.mn.gov/student-resources/other-resources/file-complaint>

Mississippi

Commission on College Accreditation
3825 Ridgewood Road
Jackson, MS 39211-6453
<https://www.mississippi.edu/mcca-overview>

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

Commission on Postsecondary Education
2800 E St. Louis
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.nj.gov/highereducation/OSHEComplaintInstructions.shtml>

New York

New York State Education Department Office of
College and University Evaluation
89 Washington Avenue Albany, NY 12234
<http://www.nysed.gov/college-universityevaluation/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-collegestudents/complaints.shtml>

Missouri

Department of Higher Education & Workforce
Development
PO Box 1469
Jefferson City, MO 65102-1469
<https://dhewd.mo.gov/higher-education/state-authorization-reciprocity-agreement>

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

Department of Education
25 Hall Street
Concord, NH 03301
<https://www.education.nh.gov/pathwayseducation/higher-education-new-hampshire>

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

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-secondaryeducation-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/access/pages/student-complaints.aspx>

Pennsylvania

Bureau of Postsecondary and Adult Education
Pennsylvania Department of Education
333 Market Street, 12th Floor
Harrisburg, PA 17126-0333
<https://www.pa.gov/agencies/education/programs-and-services/instruction/postsecondary-and-adult-education/students-complaints>

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/for-institutions/tn-sara/sara-complaints-grievances.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/studentcomplaints>

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/wpcontent/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/>

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

Board of Regents
306 E Capitol Ave, Suite 200
Pierre, SD 57501
<https://tdx.sdbor.edu/TDClient/33/Portal/381/SD-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/schooloperations/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
Educational Approval Program
Department of Safety and Professional Services
DSPSEAP@wisconsin.gov
<http://www.heab.state.wi.us/dlab/students.html#file>