



Pathways
College

2226 N. 7th Street, Suite 220
Phoenix, AZ 85006
www.pathwayscollege.edu
480-870-8900

Student Complaint/Grievance Procedures

Pathways college students are encouraged, at all times, to communicate their concerns to members of the faculty and administration. If a situation arises in which a student had a complaint or grievance regarding grades, instruction, disciplinary actions, or other topics related to his or her program of study, the student is to adhere to the following procedure:

1. Within 72 Hours: Discuss the matter with his or her instructor, if applicable. If not resolved,
2. Within the following 72 hours: Discuss the matter with the program advisor. If not resolved,
3. Within the following 72 hours: Discuss the matter with the Chief Academic Officer.

If a student is still unable to resolve the issue, a written grievance statement along with supporting documentation may be submitted to the grievance committee at Pathways College. The written statement should include the details of the student's issue, a summary or the conversations the students had while following the above procedure, and an explanation as to why the student believes the issue remains unresolved.

The grievance committee will schedule a committee meeting within 3 business days from the receipt of the letter. Students are required to appear either before the committee or via telephone/skype at the time of the scheduled meeting. Prior to the meeting, the CAO will notify the student in writing the time and date of the scheduled committee meeting. The grievance committee has the responsibility of reaching a decision that is in balance with the best interest of both the student and the college. Students will be then notified in writing within three business days of the committee's decision.

For students Outside California – If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post-Secondary Education. The student must Contact the State Board for further details. The State Board address is: 1740 W. Adams Street, #3008, Phoenix, AZ 85007. Phone: 602/542-5709. Website: <https://ppse.az.gov/resources/student-complaint>

Distance Education students, who have completed the institution's grievance process and the applicable state grievance 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 visit the AZ SARA Complaints page at <https://azsara.arizona.edu/complaints>.

Any questions that a California student may have that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 or P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, (888)370-7589 or by fax 916-263-1897.

A student or any member of the public may file a grievance about this institution with the Bureau for Private Postsecondary Education by calling (888)370-7589 or by completing a complaint form, which can be obtained on the bureau's internet web site (www.bppe.ca.gov).