



Student Grievance Procedures

Phoenix Seminary makes it a priority to resolve student complaints and concerns in a prompt and fair manner. If a student has a complaint regarding a member of the faculty, Board or administration, we encourage students to make a reasonable effort to resolve issues before submitting an official complaint. The student may also file a written complaint detailing the issue and address it with the Executive Vice President/Provost, Dr. Bing Hunter. They will acknowledge receipt of the grievance and establish a file within ten (10) business days. The Executive Vice President/Provost may schedule a meeting with the student to help them resolve the grievance. In the event that the complaint involves the Provost, the complaint should be submitted to the Seminary President.

Complaints are reviewed with relevant faculty and/or staff at Phoenix Seminary in order to respond appropriately to your concerns. If you have additional questions or concerns, contact the Dean of Students, Dr. Chip Moody at 602.429.4919 or cmoody@ps.edu.

If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education.

Arizona Student Complaint Policy

Arizona Student Complaint Policy In accordance with State law, the Arizona State Board for Private Postsecondary Education ("Board") is responsible for investigating student complaints against educational institutions licensed by this Board. Pursuant to Arizona Administrative Code Rule R4-39-403, the complaint procedure is stated as follows:

1. If a student has a complaint against a licensed institution or program and has exhausted all available grievance procedures established by the institution, that student may file a written complaint with the Board. A complaint must be filed within three years of the student's last date of attendance.
2. The Board's staff shall investigate the student complaint and may refer the student complaint to the Board's Complaint Committee for initial consideration at a public Complaint Committee Meeting. The complainant and the institution would receive written notice of the date, time and place at which the complaint would be considered by the Complaint Committee.
3. After the initial investigation and consideration of the student complaint, the student complaint shall be placed on the agenda of the next available Public Board Meeting for final consideration by the Board. The complainant and the institution will receive written notice of the date, time and place at which the complaint will be considered by the Board. The complainant's failure to appear at the Board Meeting may result in dismissal of the complaint.
4. After a review of the student complaint, the Complaint Committee shall determine that the student complaint needs further investigation. Based upon the outcome of the investigation, the complaint may

be re-heard by the Complaint Committee or referred to the Board. They shall determine that the student complaint does not demonstrate that a violation of statute or rule occurred and recommend to the Board that the complaint be dismissed. Or the Committee shall determine that the complaint demonstrates that a violation of statute or rule occurred and send a report of its findings and recommendation to the Board.

5. Upon receipt of the Complaint Committee's findings and recommendation, the Board shall affirm, reverse, adopt, modify, supplement, amend, or reject the report, in whole or in part, and determine there are reasonable grounds that the complaint demonstrates a violation of Board statutes and rules.

6. If the Board determines there are reasonable grounds to believe that the complaint demonstrates a violation of Board statute or rules, the Board shall set the matter for hearing under Arizona Revised Statute Sections 41-1092 et seq.

For more information, please see <https://ppse.az.gov/content/studentcomplaint-procedure>.

The Arizona State Board for Private Postsecondary Education ("Board")
1400 W. Washington Street Room 260
Phoenix, AZ 85007
Phone: 602.542.5709
Fax: 602.542.1253

Out-of-State Student Complaints and Grievances Procedure

Out-of-state students are just as important to the Seminary as the on-campus students! If you are a student living outside of Arizona while attending Phoenix Seminary through electronically delivered courses and have a concern or grievance, we want you to tell us. Students may submit an official written complaint detailing the issue to the Chief Academic Officer, Dr. Bing Hunter, at bhunter@ps.edu or 602.429.4431.

Students involved with distance education can file a complaint with their state's enforcement authority. To locate your state's complaint procedure, go to the Seminary's website and choose the "About Online Learning" tab. Scroll down to Online Course Complaint Process and click on "Summary Document" to get complaint information for your state. Every effort is made to provide accurate information on the summary document page. However, Phoenix Seminary is not responsible for changes to various states' policies or links to their website information. If you encounter a broken website link, please try entering the link directly into your browser's address bar or utilize the contact information to contact the agency directly for the most up-to-date information.

Student Complaints to the Association of Theological Schools

Phoenix Seminary is accredited by the Commission on Accrediting of the Association of Theological Schools in the United States and Canada (ATS). Students who believe the Seminary has violated ATS standards, and wish to file a complaint, should submit their complaint in writing to the Chief Academic Officer, Dr. Bing Hunter, who serves as the coordinator of institutional accreditation. The Chief Academic Officer will review the complaint and make a written response to the student within fifteen working days of the receipt of the complaint. The Chief Academic Officer will forward all records related to the complaint to the ATS Board of Commissioners for their review and any subsequent actions they may wish take in response to the complaint. If the student is not satisfied with the response and still believes that the Seminary is out of compliance with the criteria, he or she may file a complaint in writing with the

Association of Theological Schools in the United States and Canada, 10 Summit Park Drive, Pittsburgh, PA 15275-1103.