

Arkansas Northeastern College Student Academic Complaint Procedure

Students wishing to register a complaint shall follow the following steps:

- (a) first, state the complaint to the staff member involved and attempt to resolve the problem,
- (b) second, if the problem remains unsolved, the student should next contact the immediate supervisor - i.e., dean, chairperson, director, coordinator, etc.,
- (c) third, if the problem remains unsolved, the student should contact the respective vice president.

Guidelines for handling complaints are outlined in the official Policy Manual.

Out-of-State Online Student Grievances:

Out-of-state online students who do not reach resolution of their complaint through ANC's Student Academic Complaint procedure may file a formal grievance complaint with the Arkansas Department of Higher Education [ADHE] at <https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/>.