

CONTACT INFORMATION FOR STUDENT GRIEVANCE PROCEDURE

INTERNAL PROCESS

It has been the long-established philosophy and practice of Trident that grievances be addressed in a non-adversarial climate. When grievances cannot be resolved informally, students have available to them a number of mechanisms, for seeking redress. The Complaint Resolution System (CRS) is designed to provide rapid and definitive resolution of complaints. The complainant must indicate in the complaint that a serious effort was made to informally resolve the grievance. Upon receipt, Trident will contact the student to answer inquiries and attempt to resolve where communication has broken down or is not yielding an amicable resolution. After Trident makes a final decision in response to the submitted inquiry, if students wish to file an formal appeal they may do so by contacting the Office of the Ombudsman at Ombudsman@Trident.edu.

EXTERNAL PROCESS

If students are unable to resolve their concerns through the University Grievance procedure outlined in the Catalog, they may also pursue the grievance through the external regulators listed below. Although students are encouraged to begin the process with Trident, there is nothing, which prevents a student from submitting a complaint to these agencies before submitting the concern through the University's grievance procedure.

STATE REGULATORY AGENCIES

Arizona State Board for Private Postsecondary Education

1740 West Adams Street, Suite 3008

Phoenix, AZ 85007

Phone: 602-542-5709

Website Address: www.azppse.gov

STUDENTS ATTENDING VIA DISTANCE EDUCATION ONLY

Students enrolled from states that are members of the State Authorization Reciprocity Agreement (SARA) should use the information below if they are unable to resolve a complaint through the University's formal complaint process. Currently, California is the only state that does not belong to SARA. The District of Columbia and Puerto Rico are also SARA members.

Arizona SARA Complaint Process: Trident is part of the American InterContinental University System, which is approved by NC-SARA through the Arizona SARA Council ("AZ SARA"). AZ SARA has jurisdiction over Arizona SARA-approved institutions in relation to non-instructional complaints. Instructional complaints, such as grade grievances, and those related to student conduct are not reviewed by AZ SARA and should not be submitted for review. Distance education students who reside in SARA states may file a complaint with AZ SARA only after the student has first utilized AIU's grievance process and the Arizona State Board for Private Postsecondary Education's complaint process. Eligible complaints may be submitted to AZ-SARA at <https://azsara.arizona.edu/content/complaint-process>.

California Residents: California is the only state that has not entered into an agreement through the State Authorization Reciprocity Agreement (SARA). Trident is part of the AIU System, which is registered as an out of state institution with the BPPE.

Bureau of Private Postsecondary Education

P.O. Box 980818, Sacramento, CA 95798-0818

<https://connect.bppe.ca.gov/#/submitcomplaint>

http://www.bppe.ca.gov/forms_pubs/complaint.pdf

ACCREDITING AGENCY

The Higher Learning Commission

230 South LaSalle Street, Suite 7-500, Chicago, IL 60604

<https://www.hlcommission.org/Student-Resources/complaints.html>