



License Renewal Application (2017) to operate  
a Private Postsecondary Educational Institution in the state of Arizona  
Advanced Business Learning, Inc.

## Student Grievance Policy and Procedure

### Introduction

Advanced Business Learning is a training organization committed to fostering an environment of intellectual freedom and integrity and highest quality of program content and instruction. Staff members are expected to uphold these principles and exhibit tolerance and respect for others. Advanced Business Learning condemns all forms of misconduct, and works vigorously to assure its students are treated with tolerance, dignity, and respect. Any student who believes that he or she is a victim of misconduct or has concerns with the delivery of academic programs and course of study by the organization or instructors may make use of the grievance procedures described in this document. Copies of the Student Grievance Policy and Procedures are published in the Course Catalog, and as a standalone document that is readily available and accessible to students and staff.

### Procedure for Reporting Informal and Formal Student Grievances

Students should make every effort to report and address a grievance at the time it occurs, and no later than 24 hours following the event. Every effort will be made to resolve the matter at an informal level without escalating the problem to the status of a formal grievance. Any student who has a problem with the school or an instructor should first discuss the problem with the instructor or the school Director of Operations, Thomas Jenkins, who can be reached at (480) 222-7507 or by email at [Thomas@advancedbusinesslearning.com](mailto:Thomas@advancedbusinesslearning.com). Discussions aimed at informal resolution will remain confidential and be addressed within 24 hours of the reported occurrence.

### Filing a Formal Grievance

If informal resolution of the problem is not reached, and the student wishes to make a formal grievance, he or she will need to prepare a written grievance statement describing the source of the complaint, its consequences, efforts made at informal resolution, and a description of the student's desired resolution. The formal written statement should be submitted to the Director of Student Services [Marta@advancedbusinesslearning.com](mailto:Marta@advancedbusinesslearning.com), no later than 5 business days after informal resolution process has ceased. The Student Services Department will review the written statement and consult with the Office of the President to suggest the appropriate action. The school will provide a response to the formal grievance within 5 business days of receipt of the grievance letter.



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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 Postsecondary Education. The student must contact the State Board for further details. The address of the Arizona State Board for Private Postsecondary education is 1400 W. Washington Street, Room 260, Phoenix, AZ 85007, phone: (602) 542-5709, website address: [www.azppse.gov](http://www.azppse.gov).

Advanced Business Learning will respond to all grievance reports in a timely manner according to the timeframes outlined in this policy. Students have up to 3 years after their last date of attendance to file a grievance. Grievance resolution decisions made by the school are final.

### **Equal Educational Opportunity and Policies on Discrimination, Discriminatory Harassment, or Sexual Harassment**

Advanced Business Learning does not discriminate against or permit harassment of employees or students on the basis of race, color, sex, gender (including gender identity and expression), pregnancy, religion, creed, national origin, age, alienage and citizenship, status as a perceived or actual victim of domestic violence, disability, marital status, sexual orientation, military status, partnership status, genetic predisposition or carrier status, arrest record, or any other legally protected status.