

Student Grievance Procedure

Student Grievance and Complaint Policy

Embry-Riddle Aeronautical University is committed to administering its educational programs—both on campus and online—in a fair, equitable, and academically sound manner. All policies and procedures comply with the standards and regulations of the University's governing board, accrediting associations, and applicable federal and state laws.

To support this commitment, students are provided the opportunity to express any complaint, grievance, or dispute that, upon investigation, may be remedied through appropriate channels. Timely and respectful resolution of student concerns is a University priority.

The Dean of Students Office will provide advice and guidance to students who present grievances or complaints, whether personal or academically-related. Appeals concerning previously assigned grades are specifically processed through the academic administrative chain, beginning with the course instructor. The Dean of Students Office will provide general guidance on the grade appeal process and other academically-related issues.

Daytona Beach and Prescott

Students are first encouraged to address their grievance, whether personal or academic, directly with the faculty/staff concerning the issue. This is considered an informal process and is meant to empower the student to confront the source of their concern, as well as minimize the length of time involved in achieving a resolution. If no agreement is reached, students may choose to put their grievance in writing directly to the next appropriate department head or director with responsibility for the area of concern or may seek assistance from the Dean of Students Office to file and process a formal written grievance. Any student, at any time, may choose to file a formal written grievance with the Dean of Students Office and can start by selecting the online Grievance Form for the Daytona Beach Campus (https://cm.maxient.com/reportingform.php?EmbryRiddle&layout_id=5) or the Prescott Campus (https://cm.maxient.com/reportingform.php?EmbryRiddle&layout_id=160).

The Dean of Students Office will follow this formal process.

- A Dean will meet with the student to provide guidance and review documented grievances. Students who wish to file an official grievance or complaint should submit the online Grievance Form (Daytona Beach Campus (https://cm.maxient.com/reportingform.php?EmbryRiddle&layout_id=5) or Prescott Campus (https://cm.maxient.com/reportingform.php?EmbryRiddle&layout_id=160)), if possible. Students are encouraged to include details, specific information, and a complete description of the issue of contention for review by appropriate staff, department, and/or individuals.
- The written complaint will be stored in the student conduct data management system for record-keeping purposes. A copy of the report will be forwarded to the appropriate Department Chair, Director, or College Dean as appropriate, along with a request for review and follow-up.
- The Dean of Students Office will keep record of correspondence regarding student grievance cases as provided by the student to the office.

In the event that a student wishes to file a grievance or complaint against another student, the Embry-Riddle Student Code of Conduct and applicable hearing procedures may be applied.

When it is appropriate, the Dean of Students Office offers formal mediation services for dispute resolution. Mediation may take place in lieu of the Student Code of Conduct proceedings but requires commitment on

the part of both parties that the process and the outcome are formal and result in a binding contract.

Worldwide & Online

It is the policy of Embry-Riddle Aeronautical University to administer its educational programs both on and off campus in a manner that is fair, equitable, academically sound and in accordance with the appropriate regulations and criteria of its governing board, accrediting association, and federal and state laws and regulations. To this end, Worldwide students are provided an opportunity to express any complaints, grievances, or disputes.

Students are encouraged to first address any issues with the faculty or staff member for which the grievance is based. If unresolved, the student should complete the Grievance (Complaint) form (https://cm.maxient.com/reportingform.php?EmbryRiddle&layout_id=202). The Dean of Students Office (<https://catalog.erau.edu/student-life/student-affairs/>) is the senior-most authority concerning student grievances; they will review the grievance and ensure that it is forwarded to the appropriate department or college if necessary for their review and action. The department or college will communicate its decision or recommended action to the Dean of Students Office. The Dean of Students Office will communicate with the student and provide further guidance, if appropriate.

A student may register a grievance, however, no official actions will be considered beyond the statute of limitations, which is 30 days after the incident. A timely resolution of student grievances is a top priority of ERAU-Worldwide. The Dean of Students Office will strive for a resolution to a student grievance within 30 days of receipt.

The institution does not offer an appeal on a final outcome from the institution's formal grievance process. If a satisfactory resolution cannot be reached through the Institution, please see the State Authorization (<https://erau.edu/about/who-we-are/accreditation/state-authorizations/>) page for your State's specific process for filing a grievance. Students attending on-site courses at an ERAU location in the State of Florida, please contact the below office for assistance.

Office of Articulation
Department of Education
articulation@fldoe.org
850-245-0427

Students will not be subject to adverse action by the Institution as a result of filing a grievance.

At any time, students may contact the Student Ombudsman (<https://myerau.edu.sharepoint.com/sites/DoSWorldwide/SitePages/student-ombudsman.aspx>) to gain advice and specific direction in seeking a resolution.

Distance Education Student Grievance Process

Out-of-state distance education students participating under the National Council for State Authorization Reciprocity Agreements (NC-SARA) (<http://nc-sara.org/>), who have completed the internal institutional grievance process and the applicable state grievance process, may appeal non-instructional complaints to the FL#SARA PRDEC Council. For additional information on the complaint process, please visit the FL-SARA Complaint Process page <https://www.fldoe.org/sara/student-concerns.shtml>.

The State of California is not a member of NC-SARA. AS such, residents of this state may not appeal through these means and should consult their home state grievance process.

State of Georgia Grievance Process

If you have a home address in the State of Georgia and a satisfactory resolution cannot be reached through the institution, you may contact NPEC for further assistance. To file a complaint with the state, contact the Georgia Nonpublic Postsecondary Education Commission. (<https://gnpec.georgia.gov/student-resources/complaints-against-institution>)

Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220

Tucker, GA 30084
Phone: (770) 414-3300
Fax: (770) 414-3309

State of Washington Grievance Process

The Washington Student Achievement Council (WSAC) has authority to investigate student complaints against specific schools. WSAC may not be able to investigate every student complaint. Visit <https://www.wsac.wa.gov/student-complaints> for information regarding the WSAC complaint process.