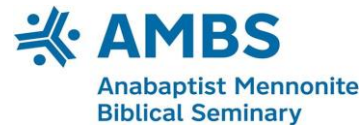


Title: Student Complaint Process Beyond AMBS

Functional Area: Student Actions

Last Reviewed: July 2023

Approved by: Ad Cabinet



Student Complaint Process Beyond AMBS

Students who have experienced actions or processes at AMBS, or through its programs, that have caused discrimination, harm, or a demonstrated breach of institutional integrity, should report their complaint to the Vice President and Academic Dean. The Vice President and Academic Dean will begin the internal grievance process outlined by the [AMBS Conflict and Grievance Policy](#).

If the internal grievance process does not end with a satisfactory conclusion, the student may decide to file a complaint with AMBS's accrediting agency, the Association of Theological Schools, and/or with the Indiana Commission for Higher Education. These organizations will address student complaints related to AMBS's failure to follow stated policies and procedures, discrimination, mismanagement of financial aid, or violations of the law. Complaints related to grades or student behavior are normally not addressed by these organizations. Students will find contact information for the Association of Theological Schools (ATS) and the Indiana Commission for Higher Education on the AMBS website. This information is also listed below.

AMBS also participates in the National Council for State Authorization Reciprocity Agreement (NC-SARA). NC-SARA provides national leadership over the reciprocity agreements for distance education regulation among U.S. member states. Any AMBS students, admitted or one-course, taking online courses who have not found satisfaction for their complaints through the AMBS grievance process, may report their complaints to the Indiana Commission for Higher Education, regardless of which state they reside in. The Indiana Commission for Higher Education serves as AMBS's portal into SARA. Grade disputes and student conduct complaints will not be address through the SARA process.

Complaint Process

Individuals who wish to file a complaint regarding a perceived violation of an accreditation criterion or standard should follow the process below:

First, contact AMBS's academic dean, Beverly Lapp (deansoffice@ambs.edu; 574-296-6267). An effort will be made to clarify or resolve the issue.

If the above step is unsatisfactory, the individual may contact AMBS's accrediting agency ([ATS](#)) or the State Portal Agency that authorizes AMBS on behalf of [NC-SARA](#).

Since AMBS is located in Indiana, the following contact information for the State Portal Agency should be used:

Ross Miller
Director of State Authorization and Reciprocity
Indiana Commission for Higher Education/Indiana Board for Proprietary Education
101 W. Ohio Street, Suite 300
Indianapolis, IN 46204-4206
317-232-1033
rmiller@che.in.gov

Contact information for ATS is listed below:

10 Summit Park Drive
Pittsburgh, PA 15275

Telephone: 412-788-6505
Fax: 412-788-6510
Website: www.ats.edu

The Association of Theological Schools reaccredited AMBS in 2019.

Note: For complaints related to sexual misconduct, sexual harassment, or Title IX, please visit our [Title IX Information page](#).

–Information edited in July of 2023