



## **Student Complaint Process Beyond AMBS**

Students who have experienced actions or processes at AMBS or through its programs that have caused discrimination, harm, or demonstrated a 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 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 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 and the Indiana Commission for Higher Education on the AMBS website.

AMBS also participates in the National Council for State Authorization Reciprocity Agreement (NC-SARA). 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.

*Adopted by the AMBS Administrative Cabinet, March 2018*