

American InterContinental University

Grievance Procedure

Grievance Procedure (non-academic)

- Many issues can be resolved through discussion and students are encouraged to make contact with the appropriate instructor or staff member at the first indication of a problem or concern.
- If this fails to yield adequate resolution, students may submit their complaints verbally or in writing to the appropriate departmental supervisor.
- In the event that these steps do not yield a satisfactory resolution, students may file a written appeal with the **Campus Appeals Board through the Ombudsman's Office** or with the **Vice President of Student Affairs**.
- Students wishing to meet with the campus Ombudsman should contact the **Office of the Ombudsman** to schedule an appointment.
- Grade appeals should be addressed by following the Grade Appeal Procedure described in the Student Handbook.

Appeals Board

- The Appeals Board consists of the President, Vice President of Academic Affairs, Vice President of Student Affairs, and a member of faculty and meets as needed to review appeals regarding University decisions, student grievances and satisfactory academic progress. In the event of a tied decision the President will make the final determination
- Students wishing to appeal a grade received in a class should follow the Grade Appeal Procedure as described in the Student Handbook.

The Appeals Board decision is final and the student may not appeal the decision further.

Office of the Ombudsman

- Students who wish to process a grievance or perceive that their rights may have been denied may seek assistance through the Ombudsman's Office.
- The Ombudsman position at American InterContinental University was created to deliver a high level of service to students.
- The Ombudsman is a representative of the University and is responsible for addressing student inquiries and serving as a liaison between the student and University departments where communication is not yielding resolution.
- The Ombudsman provides students with information and, if problems occur, initiates resolutions and helps guide the student through the University Grievance Procedure.

Contact Information

The **Ombudsman** on this campus is **Kimberley Beltgens** who may be contacted by telephone on number **020 7467 2478** or email at **ombudsman@aiulondon.ac.uk**. The **Vice President of Student Affairs** is **Boris Glick** and he may be contacted by telephone on **020 7467 2465** or email at **bglick@aiulondon.ac.uk**.

Please ensure that you use your AIU email account to ensure a swift reply.