

## Student Complaint Process

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### GRIEVANCE POLICY

The University of Fairfax provides a fair, timely, and consistent process for resolving student complaints and grievances, including allegations of discrimination on the basis of race, color, religion, creed, ancestry, gender, marital status, sexual orientation, national origin, age, physical or other disability, military or veteran status, or receipt of public assistance. This policy is designed to ensure prompt and equitable resolution of all student concerns. The University encourages informal resolution whenever possible but provides a formal procedure when informal resolution is not appropriate or successful.

### FILING A COMPLAINT

Students who wish to file a formal complaint must submit it in writing to the Dean who is responsible for the program of study in which the student is enrolled. Complaints should be emailed to [Grievance@ufairfax.edu](mailto:Grievance@ufairfax.edu) and must include:

- The student's name, address, telephone number, and email address.
- A brief description of the issue or incident giving rise to the complaint.
- Any written statements or supporting documentation from others involved who wish to be heard.

A complaint should be filed within 30 days of the alleged incident or within one (1) week of the student becoming aware of the issue—whichever is later. The Dean will review and investigate the complaint, issue a written determination, and take any appropriate action within 10 business days of receipt.

### APPEAL TO THE CHIEF ACADEMIC OFFICER OR VICE PRESIDENT

If the student is not satisfied with the determination made by the Dean, the student may file a written appeal within 30 days of the Dean's decision. Academic-related appeals should be sent to the Chief Academic Officer (CAO). Non-academic-related appeals should be sent to the Vice President for Operations (VPO). Appeals must be submitted by email to [Grievance@ufairfax.edu](mailto:Grievance@ufairfax.edu) and include:

- The student's name, contact information, and original complaint summary.
- A brief explanation of why the student believes the Dean's determination was in error.
- The CAO or VPO will review the appeal, render a written decision, and take any appropriate action within 10 business days of receipt.

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## FINAL APPEAL TO THE UNIVERSITY PRESIDENT

If the student remains unsatisfied with the outcome of the appeal, a final appeal may be submitted in writing to the President of the University within 30 days of the previous decision. The appeal should be emailed to [Grievance@ufairfax.edu](mailto:Grievance@ufairfax.edu) and must include:

- The name and contact information of all parties involved.
- A concise description of the original complaint and prior determinations.
- A clear statement of why the student believes previous decisions were in error.

The President will review all materials, make a final determination, and issue a written response within 10 business days of receiving the appeal. The President's decision is final within the University's internal process.

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## ADDITIONAL AVENUES FOR RESOLUTION

If a grievance cannot be resolved through the University's internal procedures, students may contact the appropriate external agency:

### **State Licensing Authority**

**Virginia:** State Council of Higher Education for Virginia (SCHEV)

James Monroe Building, 10th Floor

101 N. 14th Street, Richmond, VA 23219

Tel: (804) 225-2600 | [www.schev.edu](http://www.schev.edu)

### **Institutional Accreditor**

Distance Education Accrediting Commission (DEAC)

1101 17th Street NW, Suite 808, Washington, DC 20036

Tel: (202) 234-5100 | [www.deac.org](http://www.deac.org)

### **State-Specific Contacts**

If a student resides in one of these states, the student may contact this entity directly. If the student does not live in one of these states, the student should contact SCHEV (see above).

**California:** Bureau for Private Postsecondary Education

1747 North Market Blvd., Suite 225, Sacramento, CA 95834

Tel: (916) 574-8900 or (888) 370-7589

**Florida:** Commission for Independent Education, Department of Education

325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400

Tel: (888) 224-6684

**Kentucky:** Council on Postsecondary Education  
100 Airport Rd., 3rd Floor, Frankfort, KY 40601  
Tel: (502) 573-1555

This policy is applicable to students taking coursework under NC-SARA.  
<https://nc-sara.org/sara-student-complaints-0/>.

### **GI Bill® Beneficiaries**

The Virginia State Approving Agency (SAA), is the approving authority of education and training programs for Virginia. The Virginia State Approving Agency (SAA) investigates complaints of GI Bill® beneficiaries. While most complaints should initially follow the school grievance policy, if the situation cannot be resolved at the school, the beneficiary should contact the Virginia State Approving Agency via email at [saa@dvs.virginia.gov](mailto:saa@dvs.virginia.gov). GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. Government Website at [www.benefits.va.gov/gibill](http://www.benefits.va.gov/gibill).