



Complaint/Grievance Policy

The Grievance Policy and Procedures is designed to support and foster a fair, objective, respectful and ethical set of policies and procedures for resolution of disputes. The policies and procedures are designed to provide students with a process in which to protect the University and its students.

Students with complaints/grievances relating to classroom are encouraged to do the following:

1. Discuss the issue with their instructor. Every attempt should be made by both the student and the faculty member to resolve the issue at this level.
2. If it is not resolved at the instructor level, unresolved complaints/grievances should be submitted in writing to the College Dean for the program of enrollment.
3. If it is not resolved at the Dean level, unresolved complaints/grievances should be submitted in writing to the Provost.

Students with complaints/grievances for all other matters should discuss or submit in writing the issue with the Director of Student Services.

A thorough review of the complaint/grievance and USU associate response as well as any additional information will be conducted within 10 days of receiving the complaint/grievance.

If a student does not feel that the University has adequately addressed a complaint or concern, the student may consider contacting external agencies such as:

Accrediting Commission for Senior Colleges and Universities of the Western Association of Schools and Colleges (ACSCU-WASC)

985 Atlantic Avenue, Suite 100

Alameda, CA 94501

(510) 748-9001

www.wascsenior.org

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (toll-free telephone number) or by completing a complaint form, which can be obtained on the bureau's Internet Web site www.bppe.ca.gov



United States University

Bureau for Private Postsecondary Education

2535 Capitol Oaks Drive, Suite 400

Sacramento, CA 95833

Telephone: (888) 370-7589

If a Nursing student does not feel that the University has adequately addressed a complaint or concern, the student may consider contacting the following respective agency:

California Board of Registered Nursing (BRN)

1747 North Market Boulevard, Suite 150

Sacramento, CA 95834

(916) 322-3350

www.rn.ca.gov

Students, faculty, staff or administrators who submit or support a filed grievance may not be subjected to retaliation. Incidents of retaliation should be immediately reported to President/CEO, the Provost, or a member of the Senior Leadership Team.