

Student Complaint Procedure

Students are encouraged to follow the Biblical principles found in Matthew 18 to resolve conflicts, concerns or complaints. Written complaints shall be responded to in writing within 10 days of receipt of the complaint. If the complaint is rejected, the student shall be notified of the reasons for the rejection. None of the student's rights or remedies shall be limited by participating in the complaint procedure. In addition, a student participating in the complaint process will not be subjected to retaliation or adverse action.

If the student is not satisfied with the outcome of this complaint process, they have the right to contact the State Council for Higher Education for Virginia (SCHEV), which provides a webpage for students who may have complaints against a college. If you are a resident of a state other than Virginia, you may also contact the office in your state for filing complaints against the college. Please contact the Student Affairs Office for further information. Student may also contact The Association for Biblical Higher Education (BHE) 5575 S. Semoran Blvd. Suite 26, Orlando, Florida 32822-1781 Phone: 407-207-0808 to file a complaint against a college. The student complaint will follow these steps below:

1. Students will be encouraged to resolve the complaint themselves by speaking directly to the person involved. If no resolution can be made, then the student is encouraged to complete the next step.
2. Complete the Student Grievance Form (downloaded from the Policies and Procedures page found under the Student tab on the www.ascent.edu webpage) and submit to the Student Dean. The administration will acknowledge receipt of the form to the student within 48 hours.
3. If necessary, a meeting will be set-up to include the parties involved.
4. If no resolution is achieved the complaint shall be transmitted to the President for review and resolution.

The Virginia State Approving Agency (SAA) is the approving authority of education and training programs for Virginia. This office 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 SAA office via email saa@dvs.virginia.gov.