



# Grievance Procedures

## Grievance Procedures

The U.S. Department of Education requires that institutions comply with all institutional authorization and licensure requirements in every state in which the institution offers distance education programs and degrees. Institutions are also required to provide current and prospective students with information on how and where to file complaints.

Our goal at University of Victoria is to deliver our online degree programs in every state in the U.S. While most states do not require specific authorization or licensure for students residing in their state to enroll in our online programs, many states closely regulate distance learning and unfortunately in some of these states the process is lengthy, complex and expensive. From time to time we receive inquiries from students who wish to enroll in our degree programs and do not understand why we cannot process their applications. Know that we are working diligently on this issue and recommend that you check this page frequently for changes and updates.

Note that if you are seeking a degree that may lead to a professional license in your state of residence, we highly recommend that you contact your state's licensing agency before enrolling at University of Victoria. University of Victoria cannot ensure that its programs meet the qualifications of each and every licensing board in the U.S.

University of Victoria makes every effort to provide a positive learning environment for all students and numerous resources exist to assist you in meeting your educational goals. We encourage you to explore all of the support services that we have established for your benefit before filing a complaint. We are aware, however, that challenges may arise in any event. The list below is aimed at assisting you in navigating your options for the resolution of any concerns you may have about University of Victoria and its academic programs. It provides contact information for every state in which University of Victoria enrolls students, including the District of Columbia and Puerto Rico.

Note that this list should not be construed as informative of agency regulation, where University of Victoria is licensed or in which states University of Victoria is required to be licensed.

## Your Right to Withdraw Consent under the GDPR

According to the European legislation on General Data Protection which has come into effect on May 25th, 2018, our data subjects are afforded several individual rights that you should be aware of, including the right to withdraw your consent from processing activities. University of Victoria is fully committed to upholding these rights and ensuring the safety of your data. If you would like a description of your rights under the GDPR, please see our Privacy Policy, and read the relevant legislation. If you would like to withdraw your consent from processing activities by University of Victoria, please [click here](#). University of Victoria Grievance Procedures Although you have the option of filing a complaint with an outside agency, keep in mind that most states will require that you first attempt to resolve your issue directly with the University. If you have an issue or concern about your experience with University of Victoria, we encourage you to contact us directly at [student.affairs@universityofvictoria.us](mailto:student.affairs@universityofvictoria.us). University of Victoria Grievance Procedures can be found on page 36 of the University of Victoria Undergraduate Catalog and page 30 of the University of Victoria Graduate Catalog.

University of the Victoria is accredited by the Distance Education and Accrediting Commission (DEAC), a national educational accreditation agency recognized by the Council for High Education Accreditation and the U.S. Department of Education. The DEAC is located at 1601 18th Street, N.W., Suite 2, Washington, D.C. 2009, (202) 234-5100. [Click here to view University of Victoria's DEAC Consumer Information Disclosure Form](#) [Click here to view how to file an accreditation-related complaint with the DEAC](#).

Registering a Complaint with a State\* If your issue cannot be resolved directly with University of Victoria, you may file a complaint with the appropriate agency in your state of residence:

Alabama Complaints against out-of-state institutions are handled by the Alabama Department of Postsecondary Education, P.O. Box 302130, Montgomery, AL 36130, Street Address: 135 South Union Street, Montgomery, AL 36104-4340, Phone: (334) 293-4500, Fax: (334) 293-4504.

Alaska Alaska Commission on Postsecondary Education, Attn: Kierke Kussart, Program Coordinator for Institutional Authorization, P.O. Box 110505, Juneau, Alaska 99811-0505. Phone: (907) 465-6741, Fax: (907) 465-5316, Email: [EED.ACPE-IA@alaska.gov](mailto:EED.ACPE-IA@alaska.gov).

Arizona Arizona State Board for Private Postsecondary Education, Attn: Keith Blanchard, Deputy Director, 1740 W. Adams St. Suite 3008, Phoenix, AZ 8500 (602) 542-5709.

Arkansas Department of Higher Education Grievance form: <https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/> 423 Main St, Little Rock, AR 72201, USA +1 501-371-2000