



Financial Aid Student Grievance Process

Campus Procedure 505.6

Student Affairs

I. Purpose and Scope

To provide a mechanism for students to document a grievance related to their financial aid.

II. Definitions

III. Procedure

The Arkansas Department of Higher Education (ADHE) requires the certified institution to make a decision on the student grievance following the institution's public policy. Inquiries into student grievances must be limited to AHECB certified (under Arkansas Code §6- 61-301) courses/degree programs and institutions and to matters related to the criteria for certification. Within 20 days of completing the institution's grievance procedures, the student may file the complaint in writing with the ICAC Coordinator, Arkansas Department of Higher Education, 114 East Capitol, Little Rock, AR 72201. The grievant must provide a statement from the institution verifying that the institution's appeal process has been followed. ADHE will notify the institution of the grievance within 15 days of the filing. Within 10 days after ADHE notification, the institution must submit a written response to ADHE. Other action may be taken by ADHE as needed.

IV. Related Information

UACCB Campus Policies 280.0 and 282.0

V. Revision History

Effective Date: June 28, 2023

Revised Date:

Review Date: June 28, 2024