



Art Academy of Cincinnati Student Complaint Policy and Procedures

The Art Academy of Cincinnati ("AAC") is committed to fostering an educational environment in which student concerns are addressed fairly, promptly, and equitably. Students are encouraged to first utilize the Academy's internal grievance and complaint procedures whenever appropriate, as many concerns can be resolved through the institution's established processes.

External Student Complaint Policy and Procedures

Nothing in the Academy's policies limits a student's right to file a complaint with an appropriate external agency. Students may submit complaints to the following organizations, as applicable.

Ohio Department of Higher Education (ODHE)

Students have the right to file a complaint with the Ohio Department of Higher Education regarding matters within the Department's jurisdiction. Information regarding the complaint process, eligibility requirements, and instructions for submitting a complaint is available at:

Ohio Department of Higher Education – Student Complaints

<https://highered.ohio.gov/students/current-college-students/student-complaints>

Submit an Ohio Department of Higher Education Student Complaint

<https://highered.ohio.gov/students/current-college-students/student-complaints/submit-complaint>

Higher Learning Commission (HLC)

The Art Academy of Cincinnati is accredited by the Higher Learning Commission (HLC). Students who believe the Academy is not meeting the HLC's Criteria for Accreditation and other accreditation requirements may submit a complaint directly to the Higher Learning Commission. The HLC reviews complaints that raise concerns regarding an institution's compliance with its accreditation requirements. The HLC complaint process does not adjudicate individual disputes or provide individual remedies. Information about the Higher Learning Commission's complaint process and instructions for filing a complaint is available at:

Higher Learning Commission – File a Complaint Against an Institution

<https://www.hlcommission.org/for-students/file-a-complaint-against-an-institution/>

The availability of these external complaint processes does not preclude students from utilizing the Academy's internal complaint and grievance procedures. Students are encouraged to seek resolution through the Academy's established procedures before pursuing an external complaint whenever appropriate. However, students retain the right to contact the Ohio Department of Higher Education, the Higher Learning Commission, or any other governmental or accrediting agency authorized to receive complaints at any time.