Student Dispute/Complaint Resolution Process

UAA affirms the right of all students to request, through fair and timely dispute resolution procedures, the review of decisions that adversely affect them. Students are encouraged to first attempt to resolve the dispute informally. If the student’s concern remains unresolved after following informal procedures, students have recourse to a range of dispute resolution processes, depending on the type of concern. Academic Dispute Resolution Procedures can be found under Academic Rights of Students (http://catalog.uaa.alaska.edu/academicpoliciesprocesses/academicstandardsregulations/academicrightsofstudents/). Non-academic procedures can be found in the UAA Student Handbook (http://catalog.uaa.alaska.edu/handbook/).

Student Dispute/Complaint Resolution - External Agencies

Most external agencies require that the student exhaust avenues of dispute/complaint internal to the institution, before the external agency will consider a dispute/complaint.

Students residing outside of Alaska while attending UAA who are not satisfied with the outcome of a UAA dispute resolution procedure can find guidance on UAA’s State Authorization Distance Student Complaint Process (https://www.uaa.alaska.edu/academics/office-of-academic-affairs/uaa-state-authorization/disclosures-student-complaints.cshtml/). As per the process, students may contact the state regulatory agency below.

Alaska Commission on Postsecondary Education (https://acpesecure.alaska.gov/) (ACPE)
PO Box 110505
Juneau, AK 99811-0505

Students, whether in-person or distance, may also contact UAA’s institutional accrediting body:

Northwest Commission on Colleges and Universities (http://www.nwccu.org/) (NWCCU)
8060 165th Ave. NE, Suite 200
Redmond, WA 98052