

Student Grievance Procedure

Application review edition | September 20, 2026 | All CCI programs

Copper Canyon Institute (CCI), an Arizona limited liability company, provides this process for concerns about instruction, tuition and refunds, student services, academic or disciplinary decisions, discrimination, harassment, and other institutional matters. Students may request assistance or reasonable accommodations to use this process. No grievance or appeal fee is charged.

Where to submit a complaint or internal appeal

Copper Canyon Institute, Attn: Administrator - Student Grievance

3219 E. Camelback Road, Unit 426, Phoenix, AZ 85018

Written notice may also be sent to the administrative email identified in the current catalog or enrollment agreement. No special institutional form is required.

1. Informal resolution - optional

A student may first contact the instructor or staff member involved. That person will acknowledge the concern within **2 business days** and seek to resolve it within **5 business days**. The student may skip this step, particularly when the concern involves harassment, safety, retaliation, or the person who would receive it.

2. Formal written grievance

Submit the grievance to the Administrator or designee at the contact above, preferably within **30 calendar days** of the event. Include the student's name, program, contact information, relevant dates and people, the concern, available supporting records, and the requested resolution. This preferred filing period is not an absolute bar and does not shorten legal rights or external deadlines.

CCI will acknowledge receipt within **3 business days**. An impartial Administrator or designee will review the records, obtain relevant responses, and give the student an opportunity to provide information. A written decision explaining the findings, any corrective action, and the appeal process will be issued within **10 business days** after receipt. Any necessary extension will be explained in writing with a revised decision date; the initial review ordinarily concludes within **30 calendar days**.

3. Internal appeal and impartial review

Within **10 business days** after receiving the decision, the student may submit a written appeal identifying an error, new information, or a procedural concern. A reviewer who did not make the original decision and has no conflict of interest will review the appeal and provide CCI's final written decision within **10 business days** after receipt. The decision will identify any remedy and the external complaint option on page 2.

A complaint about the Administrator may be marked "**Confidential - Impartial Review Requested.**" CCI will route it to a disinterested manager or independent reviewer with authority to provide a remedy. No person will decide a complaint against themselves. If that reviewer makes the initial decision, a different impartial reviewer will handle the appeal.

Business days are Monday through Friday, excluding Arizona state and federal holidays. CCI will communicate any delay and a revised date in writing. A student may contact the State Board when CCI does not follow its published procedure or deadlines.

4. External Complaint & Review

If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post-Secondary Education. The student must contact the State Board for further details.

Arizona State Board for Private Postsecondary Education

1740 W. Adams Street, Suite 3008, Phoenix, AZ 85007

Telephone: (602) 542-5709

Website: ppse.az.gov

Filing instructions: Select Student Complaint Procedure on the Board's website and follow the current complaint-portal instructions, or contact the Board for assistance.

The right to file a complaint is recognized by **A.R.S. section 32-3052**. Under **R4-39-403(A)**, the deadline is **2 years after the latest** of last attendance, completion of CCI's grievance process including appeals, or the date the student can demonstrate that CCI failed to follow its procedure. File promptly and confirm the deadline with the Board.

Use the Board's form or portal, sign and attest to the complaint, and attach supporting records and documentation of the internal process. The Board does not accept anonymous complaints or complaints about grade disputes, employment practices, or Americans with Disabilities Act compliance. CCI will review student concerns internally even when the Board lacks jurisdiction. The Board determines its jurisdiction and available remedies.

Further review of a Board decision depends on law, party status, and applicable deadlines; contact the Board promptly. Students may also consult legal counsel or another agency with jurisdiction.

Student protections and records

CCI prohibits retaliation for a good-faith complaint, appeal, or participation in a review. Report retaliation through this process. Information is shared only as reasonably necessary to investigate, respond, provide a remedy, or comply with law; absolute confidentiality cannot be guaranteed. CCI securely maintains complaint and corrective-action records and cooperates with lawful regulatory requests. **No mandatory arbitration is required.**

Institutional publications and availability

Institutional Catalog & Student Handbook: 2026 Application Review Edition, Volume 1, Issue 1, **page 15**, "Student Grievance Procedure." The catalog and handbook are one publication.

Standalone Student Grievance Procedure: This two-page policy is the separate application submission.

Before student distribution, CCI will adopt this expanded policy, identify the administrative contact and impartial reviewers, and conform the catalog/handbook text. The adopted procedure will accompany enrollment materials and be available on request. Other publication of this expanded draft is not represented as completed.

Regulatory references: A.A.C. R4-39-104(D)(12), R4-39-301(A)(15), R4-39-403 and R4-39-503; A.R.S. section 32-3052. Drafting reference: Board Student Grievance Procedure sample.