

# Southwest Institute of Healing Art's On-Campus Grievance Policy

**Southwest Institute of Healing Art's (SWIHA)** staff has an open door policy and will make every effort to be available to listen to concerns and determine the best course of action for all involved.

SWIHA requests students attending classes on-campus or online to send documented concerns and complaints via email or postal mail to Mary Ritter, Chief Executive Director if the complaint has not been adequately addressed by the appropriate department. You may mail your concerns to 1100 Apache Blvd., Tempe, AZ 85281. Concerns will be addressed within seven days from receipt of the written complaint. You may contact Student Services for current contact information on other SWIHA staff members.

If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. *The State Board address is 1400 W. Washington Street, Room 260, Phoenix, AZ 85007, website address: [www.azppse.gov](http://www.azppse.gov)*

A student may consider contacting the SWIHA's national accrediting body, The Accrediting Council for Continuing Education & Training (ACCET) should they still feel their complaint has not been adequately addressed at the school or state level. All complaints considered by the Council must be in written form, with permission from the complainant(s) for the Council to forward a copy of the documentation to the school for a response. The complainant(s) will remain informed to the status of the complaint, as well as, the final resolution by the Council. Please direct all inquiries to the Accrediting Council for Continuing Education & Training (ACCET) at 1722 N Street, NW, Washington, DC 20036. Phone (202) 955-1113.

A copy of the Council's Complaint instructions is posted at the school and also may be obtained by contacting the Chief Executive Director.



*Shelley Tom*

Dean of Students  
shelleyt@swiha.edu  
480-994-9244



*Mary Ritter*

Chief Executive Director  
maryr@swiha.edu  
480-994-9244

Our mission is to inspire individuals to discover their gifts and graces,  
and support them as they share their talents with the world in a loving and profitable way.