



Student Grievance Procedure

Student grievance procedure is provided to examine the grievances within the structure of school. The student has the right to pursue a grievance through regular administrative channels. The term will not apply to any legal matter beyond the school administration level in which school is the not deciding authority.

Level One: Instructor

The instructor will try to resolve the matter between the student and the instructor by meeting with the student and talking with them.

Level Two: Program Director

If the student does not agree or is dissatisfied with the solution suggested by the instructor then she or he can take the matter to the Program Director. The Program Director will meet with the student and try to resolve the matter.

Level Three: Compliance Director

If the student does not agree or is dissatisfied with the solution suggested by the Program Director then she or he can take the matter to the Compliance Director. *The student must submit the grievance to the Compliance Director in writing.* Upon the receipt of the written grievance, the Compliance Director has to meet with the student or the grievant within 5 business days of receipt of the written complaint. The Compliance Director shall provide with a written answer to the grievance within the next 5 business days of the receipt of the application.

Level Four: Board of Directors

If the student does not agree or is dissatisfied with the solution suggested by the Compliance Director then she or he can take the matter directly to the Board of Directors. *The student must submit the grievance to the Board of Directors in writing for hearing.* Upon the receipt of the written grievance, the Board of Directors shall arrange for the hearing within ten days of the receipt of appeal. The hearing should include only the parties in interest. After the hearing, the Board of Directors shall provide all interested parties with the written decision.

Level Five: State and/or the Accrediting Agency

If the student is dissatisfied by the school's resolution, he or she may contact the Office of Higher Education at 450 Columbus Boulevard, Suite 510 in Hartford, Connecticut. Ph: (860) 947-1816 and/ or the Middle States Association Commissions on Elementary and Secondary Schools at 3624 Market St, 2 W, Philadelphia, PA 19104. Ph: (267) 284-5000.