



## **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: Between Parties**

The student will try to resolve the matter with the party in question.

### **Level Two: Director of Student Support**

If the student does not agree or is dissatisfied with the solution of Level One, then she or he can take the matter to the Director of Student Support. The Director of Student Support will meet with the student and try to resolve the matter.

### **Level Three: President**

If the student does not agree or is dissatisfied with the solution suggested by the Director of Student Support, then she or he can take the matter to the President. The student must submit the grievance to the President in writing. Upon the receipt of the written grievance, the President will meet with the student within 10 business days of receipt of the written complaint. The President will provide with a written answer to the grievance within the next 10 business days of the receipt of the application.

### **Level Four: 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 or the Middle States Association Commissions on Elementary and Secondary Schools at 3624 Market St, 2 W, Philadelphia, PA 19104. Ph: (267) 284-5000.