

## STUDENT GRIEVANCE/COMPLAINT PROCEDURE

In accordance with the institution's mission statement, the school will make every attempt to resolve any student complaint that is not frivolous or without merit. Complaint procedures will be included in new student orientation thereby assuring that all students are aware of the complaint/grievance process. Evidence of final resolution of all complaints will be retained in school files in order to determine the frequency, nature, and patterns of complaints for the institution. The following procedure outlines the specific steps of the complaint process.

1. All student grievances should be reported directly to the campus director utilizing the complaint tool located in the SIS or by general email within 60 days of the date that the act which is the subject of the grievance occurred.
2. The complaint will be reviewed by management and a response will be sent in writing to the student within 30 days of receiving the complaint. The initial response may not provide for final resolution of the problem but will notify the student of continued investigation and/or actions being taken regarding the complaint.
3. If the complaint is of such nature that it cannot be resolved by the management, it will be referred to an appropriate agency if applicable.
4. Depending on the extent and nature of the complaint, interviews with appropriate staff and other students may be necessary to reach a final resolution of the complaint.
5. In cases of extreme conflict, it may be necessary to conduct an informal hearing regarding the complaint. If necessary, management will appoint a hearing committee consisting of one member selected by the school who has had no involvement in the dispute and who may also be a corporate officer, another member who may not be related to the student filing the complaint or another student in the school, and another member who may not be employed by the school or related to the school owners. The hearing will occur within 90 days of committee appointment. The hearing will be informal with the student presenting his/her case followed by the school's response. The hearing committee will be allowed to ask questions of all involved parties. Within 15 days of the hearing, the committee will prepare a report summarizing each witness' testimony and a recommended resolution for the dispute. School management shall consider the report and either accept, reject, or modify the recommendations of the committee. Corporate management shall consider the report and either accept, reject, or modify the recommendations of the committee.
6. Students must exhaust the institution's internal complaint process before submitting the complaint to the school's accrediting agency, if applicable.

Executive Director: Commission of the Council on Occupational Education  
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Phone: 770.396.3898; Toll Free: 800.917.2081; Fax: 770.936.3790

7. Any person claiming damage or loss as a result of any act or practice by a nonpublic postsecondary educational institution or its agent, or both, which is a violation of this part or of the rules and regulations promulgated pursuant thereto may file with the executive director a complaint against such institution or against its agent, or both. A complaint shall be filed with the executive director within a reasonable period of time, as determined by regulations of the commission, after the event giving rise to the complaint. The complaint shall set forth the alleged violation and shall contain such other information as may be required by the commission. A complaint may also be filed with the executive director by the commission's representatives or by the Attorney General. A complainant may also file with the executive director as a representative of a class of complainants. If a student wishes to file a complaint with the state agency, this can be done by visiting the following URL for the GEORGIA NONPUBLIC POSTSECONDARY EDUCATION COMMISSION (GNPEC).

<https://gnpec.georgia.gov/student-resources/student-complaints/gnpec-student-complaint-form>

The GNPEC is located at 2082 East Exchange Place Suite 220 TUCKER, GA 30084  
Phone: (770) 414-3300 Fax: (770) 414-3300