

Student Grievance Procedure

A student may file a complaint with the institution if he/she believes there has been a violation of written campus policies, procedures, or arbitrary, capricious, or unequal application of written campus policies or procedures. To file a complaint, the student must follow the Grievance Procedure outlined below:

STEP 1: Speak with an Instructor or Administrator to try and resolve the problem informally.

STEP 2: If the problem cannot be resolved through informal discussion, submit a written complaint to the School Director or designee within one calendar week after the discussion described in Step 1. The written complaint must include a detailed description of the grievance, the desired resolution, and any available evidence and statements from other parties and witnesses.

STEP 3: The Director (or designated administrator, in the Director's absence) will investigate the complaint, interview relevant parties and provide a written report of his decision to the student within 10 business days. The report will include the facts from the investigation, the decision made, and the specific reasons for the decision.

STEP 4: Student has the right to appeal the decision, if there is additional information to be reviewed. The student has 5 days to appeal the decision.

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 Postsecondary Education. The student must contact the State Board for further details.

The State Board address is: **Arizona State Board for Private Postsecondary Education**

1740 W. Adams, Ste. 3008

Phoenix, Arizona 85007

Phone: (602) 542-5709

Website: www.ppse.az.gov

At any time, the student may contact The Council on Occupational Education. All complaints must be in written form, with permission from the complainant(s) for the Council to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Council. Please direct all inquiries to:

Council on Occupational Education

7840 Roswell Road

Building 300, Suite 325

Atlanta, GA 30350

Telephone (Local): 770-396-3898

Telephone (Toll-Free): 800-917-2081

Fax: 770-396-3790

www.council.org