



**ADMINISTRATIVE
STANDARD OPERATING GUIDELINES**

Section:

Implemented: 10/01/07

Revised: 07/21/10

Authorized by: _____

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SUBJECT: Grievance Procedure

GUIDELINE(S): Anyone with a grievance or complaint who believes Health Career Institute's decision has adversely affected his/her rights or status as a student should follow this grievance procedure.

RESPONSE: GRIEVANCE PROCEDURE

FIRST STEP: Anyone with a grievance or complaint may request an individual conference with the instructor or staff member to discuss the matter.

SECOND STEP: If the first step has not resolved the grievance, the aggrieved party should seek guidance from the Program Coordinator.

THIRD STEP: If the previous steps have not resolved the grievance then the aggrieved party must present, in writing the facts of the grievance within 72 hours to the Educational Director.

Within 48 hours, upon receipt of the written information, the Director will schedule a grievance Committee hearing. The time of the meeting will be communicated in writing to all parties. The committee will consist of the Director, and two faculty members not involved with the incident in question.

All persons or their representatives involved with the incident must be present at the time of the meeting. All parties will be given the opportunity to discuss the grievance. The Grievance Committee will excuse all parties involved and, immediately review and conclude the case. The decision of the Committee will be communicated to those involved in the incident within 48 hours. The Committee decision will be final.

If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response.

The Accrediting Commission of Career Schools and Colleges (ACCSC) complaint procedures for the filing of complaints against accredited institutions. ACCSC requires that the complainant have exhausted all compliant and grievance procedures provided under the institutional policy. Should such a complaint be filed, ACCSC will review the matter to determine whether there may have been any violation of its criteria and standards, and can take action only if it determines there has been such a violation. ACCSC can be contacted at 2101 Wilson Blvd, Suite 302 Arlington, VA 22201 (703) 247-4212 Tel. (703) 247-2533 Fax info@accsc.org.

A copy of the Commission's complaint form is available at the school and may be obtained by contacting Tina Palermo Director of Education.