

## Student Grievance/Compliant Policy

A grievance is a claim, a complaint, or an expression of concern made by a student regarding certain aspects of his or her educational experience including misapplication of campus policies, rules, regulations, and procedures, or unfair treatment, such as coercion, reprisal, or intimidation by an instructor or other campus employee, including those on the ground and online. HCI College has a formal procedure to resolve complaints and concerns that students may have about the implementation of the policies and procedures that govern the College. The collegial community benefits from prompt resolution of any issue that may arise. The student grievance/complaint procedure will be followed only in cases where there is not a grievance procedure governing a specific policy.

The grievance policy requires that all parties conduct themselves with a professional decorum and with respect for all participants in the process. Any individual who cannot abide by the standards of civility will forfeit his/her right to participate in the process.

Students should initially discuss the grievance with their instructor or program director immediately. An appeal is the escalation of the complaint to a next level authority. If the appeal is about an academic decision such as a grade, please see the academic appeals process.

***A student has the right to appeal all matters with respect to:***

1. Disciplinary action taken for a violation of student conduct standards;
2. Admission decisions;
3. Tuition and fee matters;
4. Financial awards or policies, including satisfactory academic progress;
5. Educational policies enforcement decisions, procedures, and grading concerns.

Concerns about academic matters should first be addressed through the academic appeals process; concerns about nonacademic matters should first be addressed directly with the head of the department or departments involved.

Certain decisions may not be appealed. If a student is terminated for failing to meet standards of Satisfactory Academic Progress (SAP), including exceeding the maximum timeframe to complete the program, he or she is not entitled to appeal unless there is documented proof of mitigating circumstance such as a medical or disability condition that impacted their ability to study or participate in the program.

A student wishing to escalate their complaint should follow the steps listed below:

1. The first step in the process is to address and resolve the dispute with the person/instructor involved through discussion. A student with a grievance or complaint needs to raise their concerns as soon as possible.
2. If the dispute cannot be resolved within 72 hours, the student is encouraged to make an appointment to discuss it with the Program Director/Dean of Academic Affairs.
3. If there are continuing concerns the student should submit them in writing to the Campus President/Director.
  - i. The written complaint must be submitted within seven calendar days of the incident or notification of termination. The grievance document should include a description of the disputed items, the date or dates when the issue arose, the reason why the student is grieving the decision, and the steps the student has taken to resolve the dispute to date. When submitting an appeal, the student should include as much factual evidence as possible, such as evidence of extenuating circumstances. If the grievance is ongoing, the Campus President/Director will involve the Vice President of Academic Affairs.
4. The Vice President of Academic Affairs and the Campus President will oversee the gathering of additional data about the issue or incident as necessary.
5. If the dispute cannot be resolved, it will be referred to the Campus Appeals Committee. The student has the right to request an appeals Committee meeting and present their complaint. The committee will consist of the heads of the applicable departments, the Systems Registrar, the Director of Financial Aid, the Dean of Academic Affairs, or their designee. They will meet with the student if requested and/or otherwise assess and develop a resolution to the complaint. A response from the Campus Appeals Committee must be provided to the student within a reasonable time. All decisions by the Campus Appeals Committee will be provided in writing and delivered to the student via their email of record with acknowledgement of receipt required. All decisions made by the Campus Appeals Committee are final.
6. Under extraordinary circumstances the dispute may be unresolved by the Campus Appeals Committee. At this time, the grievance will escalate to the Chief Executive Officer.

# Student Complaint Right

## Confidential Hotline

### **Lighthouse Services**

HCI College has contracted with Lighthouse Services, a third party, to provide a confidential hotline where students are welcome to offer comments, suggestions, and report an issue. Lighthouse can be reached at (844) 510-0068 or at [www.lighthouse-services.com/hci](http://www.lighthouse-services.com/hci). There are posters with contact information throughout the campus.

## State Licensing Authority

### **Commission for Independent Education**

The U.S. Department of Education requires HCI College to provide its students with contacts for the Florida Commission for Independent Education (CIE) whom may be contacted in case of an issue. HCI College also reminds and encourages students to attempt to resolve complaints with the College itself. Applicable HCI College policies describing HCI College's Student Grievance Procedure and student complaint procedure can be found in the HCI College's Catalog.

*Students wishing to refer matters to the CIE may contact that agency by letter to:*

Commission for Independent Education  
325 W. Gaines Street, Suite 1414  
Tallahassee, FL. 32399-0400  
Telephone: (850) 245-3200  
Email: [cieinfo@fldoe.org](mailto:cieinfo@fldoe.org)  
[www.fldoe.org/policy/cie](http://www.fldoe.org/policy/cie)

*Additional information is available at: <http://www.fldoe.org/policy/cie/file-a-complaint.shtml>*

## Accrediting Agency

### **Accrediting Commission of Career Schools and Colleges (ACCSC)**

Colleges accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the College has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the College for a response. This can be accomplished by filing the [ACCSC Complaint Form](#) found in the Appendix of this Catalog. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission.

#### ***Please direct all inquiries to:***

Accrediting Commission of Career Schools & Colleges  
2101 Wilson Boulevard, Suite 302  
Arlington, VA 22201  
Telephone: (703) 247-4212  
Email: [complaints@accsc.org](mailto:complaints@accsc.org)  
[www.accsc.org](http://www.accsc.org)

*A copy of the ACCSC Complaint Form is available at the College and may be obtained at [www.HCI.edu](http://www.HCI.edu), by contacting the HCI College Campus President or online at: [www.accsc.org](http://www.accsc.org)*

### **Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP) Accreditation**

CoAEMSP  
8301 Lakeview Parkway, Suite 111-312  
Rowlett, TX 75088  
Telephone: (214) 703-8445

## Audit Policy

Current or former students may audit a course based on class/seat availability. To audit a course, students must obtain the permission of the Dean of Academics and/or the Campus President/Director and submit a request at the earliest time possible prior to the beginning of a new term. Any fees are the financial responsibility of the student. The decision to allow a student to audit a class is solely at the discretion of HCI College.

## Repeat Course Policy

A course in which a letter grade of “D” or “F” (“C” for the A.D.N. nursing core courses) has been earned may be repeated for grade average purposes. Only the higher grade is used in computation of a cumulative grade point average (CGPA) at HCI College. Students may only receive federal financial aid funding for one repetition of a previously passed course.

All repeated courses, including withdrawals from repeated courses, affect financial aid satisfactory academic progress calculations. A repeated course along with the original attempt must be counted as attempted credits.

Regardless of if a student is eligible or not eligible for Federal Financial Aid funding, **no course may be repeated more than once. If a student fails the same course two times, they will be dismissed from the College.** The student may request the opportunity to appeal a dismissal; the student must submit a written request to the Dean of Academics and/or Campus President or designee.

A course in which a satisfactory letter grade (e.g., “A”, “B”, “C”) has been earned may not be repeated for grade average purposes. Courses may not be repeated for grade average purposes after graduation.

**If a student fails three nursing core courses, the student will be dismissed from the College.**

*Note: Veterans’ Administration benefits and some Federal Student Aid funds may not cover the cost of repeating courses assigned a “C” or “D” grade. Students should speak with the Financial Aid Department for further details.*