

Student Grievance/Complaint Policy

A grievance is a claim, a complaint, or an expression of concern made by a student regarding certain aspects of their 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 implementing 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 when there is grievance procedure governing a specific policy.

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

Students should initially discuss the grievance with their instructor or program director immediately. A grievance is the escalation of the complaint to a next-level authority. Please see the Academic Appeals Process if the grievance concerns an academic decision such as a grade.

A student has the right to file a grievance on all matters concerning:

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.

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

1. The first step 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 Group Campus President/Chief Operating Officer.
 - i. The written complaint must be submitted within seven (7) calendar days of the incident or notification of termination.
 - ii. The grievance document should include a description of the disputed items, the date or dates when the issue arose, why the student is grieving the decision, and the steps the student has taken to resolve the dispute.
 - iii. When submitting a grievance, the student should include as much factual evidence as possible, such as evidence of extenuating circumstances.
 - iv. If the grievance is ongoing, the Group Campus President/Chief Operating Officer will involve the Chief Academic Officer/Senior Vice President of Academic Affairs.
4. The Group Campus President/Chief Operating Officer and Chief Academic Officer/Senior Vice President of Academic Affairs will oversee the gathering of additional data about the issue or incident as necessary.
5. The Group Campus President/Chief Operating Officer and Chief Academic Officer/Senior Vice President of Academic Affairs will reach out to the student for a formal meeting regarding the grievance.

Student Complaint Right

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), which 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
www.fldoe.org/policy/cie

Additional information is available at: 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

www.accsc.org

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

U.S. Department of Veteran Affairs

VA G.I Bill® Feedback System

The U.S. Department of Veteran Affairs requires that the College provide you with access to the VA G.I Bill® Feedback System which students may contact in case of an issue. HCI College also reminds and encourages students to attempt to resolve complaints with the institution itself. The VA feedback system can be accessed via the following link: www.benefits.va.gov/GIBILL/Feedback.asp.

Appendix – ACCSC Complaint Form

COMPLAINT FORM

Accrediting Commission of Career Schools and Colleges (ACCSC)

Complainant Name: _____

Address: _____

City: _____

State: _____

Zip Code: _____

Telephone Number: _____

E-mail Address: _____

Name of Program: _____

Start Date: _____

School Name: _____

School Address: _____

School City: _____

State: _____

Zip Code: _____

Telephone Number: _____

Please indicate whether you have registered a formal complaint with the school. [Click here](#) for help with filing a complaint with the school.

Yes

No

INSTRUCTIONS

1. Please review this form in its entirety. For further information on ACCSC's procedures for handling complaints, [click here](#) or go to [ACCSC's complaint webpage](#).
2. Please attach a statement describing the nature of the complaint. The statement should include a description of the events or circumstances upon which the complaint is based and the names and titles (if any) of the individuals involved. If available, please include copies of any documents or materials that support the allegations set forth in the complaint. Please note that ACCSC will only process complaints that reasonably show that a school may not be in compliance with accrediting standards or requirements.

STATEMENT GRANTING PERMISSION TO FORWARD COMPLAINT TO SCHOOL

I certify that the information I have provided is correct to the best of my knowledge and hereby grant the Commission permission to forward the complaint and submitted documentation to the school for a response.

Signature: _____

Date: _____

[Instructions for E-Signature](#)

The response and the complaint will be kept on file for future reference.

SUBMIT BY EMAIL TO: complaints@accsc.org

OR SUBMIT BY MAIL TO: Executive Director
Accrediting Commission of Career Schools and Colleges
2101 Wilson Boulevard, Suite 302
Arlington, Virginia 22201