

## Internal Grievance Policy

Students are to meet with their Instructors and/or School Director concerning any complaints they may have pertaining to the school. If the situation is not resolved, then the student is required to submit a written grievance outlining the nature of the complaint. The student is to submit this documented grievance to the School Director within 5 days from the date of the meeting with the instructor and/or School Director. The purpose of the discussion phase with the student and Instructor and/or School Director is to resolve the grievance as early and informally as possible.

The School Director will meet with the complainant within 10 days of receipt of the written complaint to discuss a resolution to the grievance. If a resolution is agreed upon then the grievance is considered to be resolved and subsequent steps are unnecessary. (The resolution to the grievance must be documented in writing). The complainant will be provided a copy of the written resolution.

If further resolution is necessary, then the written grievance will be submitted to the institutions grievance committee. The committee will be comprised of the School Director, the school's Senior Instructor, the Executive Director and/or the Financial Aid Director.

This committee will meet within 21 calendar days of the receipt of the complaint. The members will review the allegations listed in the complaint. If additional information is needed, a request will be made in writing to the complainant. If no additional information is necessary, the committee will act on the complaint and send a letter to the complainant within 15 days. This letter will state the steps taken to correct the problem or to state that the allegations were not warranted or based on facts. If an agreement cannot be reached, then the student will be given the name, address, and telephone of a third-party contact. Every effort will be made in good faith and without prejudice to settle a grievance as close to the source of the dispute as possible.

If you feel your grievance wasn't satisfied please contact our accrediting agency: NACCAS - 3015 Colvin Street Alexandria, VA 22314 or you can call them at -703-600-7600.

You can also file a complaint with the Pennsylvania Department of Education:

<http://www.education.pa.gov/postsecondary-adult/college%20and%20career%20education/pages/students-complaints.aspx>