

Student Complaint Policy

Student complaints should be brought to the attention of the School Director to attempt resolution as described previously under the Student Grievance Procedure. The Director and student are to follow the grievance procedures according to school policy printed in the school catalog. If satisfactory resolution cannot be reached between the student and the school, the student may file a written complaint to [insert name of mediation requirement, or alternative outside source].

All student complaints must be filed within two years after the student discontinues training at the school.

Student Grievance Procedure

Student complaints should be brought to the attention of the Senior Teacher. The complaint may begin as a verbal discussion. The discussion and outcome of the discussion will be documented in the student's folder and signed by both the instructor and the student.

The instructor will be required to inform the School Director of the discussion and its results.

If the student feels he/she has not found resolution, the student should write and document his/her complaint, including any supportive information. The written document will be given to the Senior Teacher and the School Director.

The Director will meet independently with the instructor and the student. The Director will have the right to investigate the situation. This may include interviewing peer students, teacher assistants and, with permission of the student, family members. All meetings will be documented and signed by the people in attendance of the meetings. All documentation will remain in the student's file.

When resolution is determined, the Director, instructor and student will meet and document the outcome of the meeting. If the student still does not feel he/she has found resolution, he/she has the right to file a student complaint with [insert name of mediation requirement, or alternative outside source].

If the Director is the Senior Teacher, another Senior Teacher will be asked to moderate the complaint.

The filing of a complaint will not affect the student's fair evaluation in completing a program or course.