

COMPLAINT POLICY & PROCEDURES

Procedures within this policy are to be used to student/employee complaints at the school level, including complaints involving any form of harassment. However, for any complaint of a criminal nature, students have the option of contacting the local police department as directed by the school's Campus Security section of this handbook.

All steps must be exhausted before the student/employee can submit their complaint to the WV Council for Community and Technical College Education; or our accrediting agency, the National Accrediting Commission of Career Arts & Sciences, or appropriate state or federal agency.

The Complaint Policy & Procedures will be posted on the bulletin board, each student will be furnished a copy in their Student Handbook and current employees, as well as new employees, will receive a copy.

The procedures for filing a complaint are outlined as follows:

1. Person(s) filing a complaint against the school, fellow students or clients, shall make this complaint **in writing** to the school Owner/Manager, allegations and the nature of the complaint are to be outlined.
2. A school representative, designated by the Owner/Director, will meet with the complainant within ten (10) days of the written complaint. This meeting will be documented in writing, with the complainant being provided a copy. If the complaint involves accusations against an employee or another student, the accused shall be afforded the same opportunity to refute the allegations against them, with the same opportunity to have witnesses either present or interviewed separately.
3. If upon discussion and evaluation between the complainant and the school representative, the problem cannot be resolved complaint will then be referred to the school's Complaint Committee. This committee will be comprised of at least three (3) to five (5) individuals from the following categories: school Owner/Director, Manager, an instructor, the Financial Aid Officer, a member of the office staff, and/or student representative.
4. The Complaint Committee will meet within twenty-one (21) days from receipt of the complaint to review the allegations. This meeting will also be documented in writing. If more information is needed from the complainant, a letter must be written outlining additional information needed.
5. If no further information is needed, the Complaint Committee will act on the allegations with a letter being sent to the Complainant within 15 days stating the steps to be taken to correct the problem, or information showing the allegation were not warranted or based

on fact. If the complaint involves accusations against an employee or another student, both shall be informed as to the outcome of the Complaint Committee's determinations.

6. Given the institution's limited size and time schedule for classes, it is simply not practicable to alter a victim's academic, or living, situation even after an alleged offense, regardless of the nature of the offense.
7. If the complainant is not satisfied with the outcome of the meeting with the school Owner/Director or the Complaint Committee and wishes to further pursue the complaint, they may do so by contacting the West Virginia State Council for Community and Technical College Education for an official complaint form. All complaints must be made in writing.

West Virginia Council for Community and Technical College Education
1018 Kanawha Boulevard, East, Suite 700
Charleston, West Virginia 25301
Phone: (304) 558-0265; Fax: (304) 558-1646
8. If the complainant is not satisfied with the outcome of the complaint made to the West Virginia State Council for Community and Technical College Education, they may contact our accrediting agency for an official complaint form. The name and address of the agency is as follows:

National Accrediting Commission of Career Arts & Sciences
3015 Colvin Street
Alexandria, Virginia 22314
Phone: (703) 600-7600
9. All records of complaints filed with the school will be maintained by the school through two (2) complete accreditation cycles. These records will be reviewed during NACCAS on-site evaluations.

Complaint Form

Filing Date: _____

Name of Complainant: _____ Phone Number: _____

Address: _____

Name of Person Against Whom Complaint is being Filed: _____

Nature of Complaint: _____

Would you be willing to discuss this matter with the person with a staff person present?

Desired Solution: _____

Action Taken by Grievant to Date: _____

**ATTACH ALL PERTINENT WRITTEN DOCUMENTATION AND FORWARD TO
APPROPRIATE SUPERVISOR**

Signature of Complainant

Date

Signature of Manager/Director

Date