

COMPLAINTS AND GRIEVANCES

Students who have a concern/complaint must follow the following steps:

Step One - Address concern/complaint directly with his/her instructor.

IF the concern/complaint involves a staff member who is not an instructor, the complaint/grievance needs to be addressed first with the involved staff member.

Step Two – If the complaint/grievance cannot be resolved in Step One, the student needs to **request an appointment** with the Adult Education Director, who will have the final authority to resolve the complaint/grievance.

If the request, suggestion, complaint, or grievance relates to a matter of school policy, procedure, program, or operation, it should be addressed, initially, by requesting an appointment with the Director.

The Ohio Department of Higher Education (ODHE) is responsible for responding to formal complaints against public, independent non-profit and proprietary institutions of higher education in Ohio. While the ODHE has limited authority over colleges and universities, and cannot offer legal advice or initiate civil court cases, the Chancellor's staff will review submitted complaints and work with student complainants and institutions.

<https://www.ohiohighered.org/students/complaints>

Schools that are accredited by the ACCSC are required to have a published procedure for handling student complaints.

If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission using the ACCSC Complaint Form.

Complaint Process

All complaints must be received by the Commission in writing. Upon receipt of a complaint, the Commission will forward a copy of the complaint to the school for a response.

Schools are given a period of time upon receipt of the complaint to prepare a response addressing the alleged areas of non-compliance with the Commission's requirements.

In all cases, both the school and complainant are notified of the final disposition of the complaint.

Although one possible outcome of the complaint process may be the resolution of a dispute between parties, the Commission does not act as an arbitrator.

www.accsc.org/Student-Corner/Complaints.aspx