

STUDENT COMPLAINT/GRIEVANCE PROCEDURE

Statement of Intent

To afford full consideration to student complaints and concerning any aspect of the programs, facilities, or other services offered by or associated with the College. This grievance procedure is intended to provide a framework within which complaints may be resolved. This procedure is not, however, a substitute for other informal means of resolving complaints or other problems. The College administration maintains an open-door policy, and students are encouraged to communicate their concerns fully and frankly to members of the College faculty and administration in an attempt to find quick and satisfactory resolutions. Reasonable measures will be undertaken to preserve the confidentiality of information that is reported during the investigation.

Procedure

All student complaints will be handled in the following manner:

Step One: The student must try to resolve the issue with the campus staff member or instructor directly involved in the matter. If the matter is not resolved, the student should schedule a meeting with the Program Director or supervisor of the involved department.

Step Two: If the Program Director/supervisor is unable to resolve the issue, the student should arrange to meet with the Academic Dean.

Step Three: If the matter is not resolved to the student's satisfaction, the student must present a written complaint to the Campus President (or designee). The Campus President (or designee) will promptly acknowledge receipt of the complaint and respond to the student in writing. The response will address the specific complaints and indicate what, if any, corrective action has been proposed or accomplished. The Campus President (or designee) will schedule/attempt to schedule a meeting with the student to discuss the written response within seven (7) school days after the student receives the response. The Campus President (or designee) will take the necessary steps to ensure that any agreed-upon solution or other appropriate action is taken.

Step Four: If the complaint is not resolved by the local Campus President (or designee), the student may submit the complaint in writing to the College's Student Ombudsman, Education Corporation of America, 3660 Grandview Parkway, Suite 300, Birmingham, Alabama 35243, or call toll free at (866) 677-9050. The role of the Student Ombudsman is to address student complaints and to identify satisfactory resolutions to student issues and concerns. The Student Ombudsman will respond to the student's complaint, generally within ten (10) days, specifying what action, if any, the College will undertake.

Step Five: If the complaint has not been resolved by to the student's satisfaction, the student may file a written complaint with the appropriate state agency. Students enrolled at a College campus should communicate with the agency in the state where the campus is located. Students enrolled in Virginia College's online programs should communicate with the Alabama Department of Postsecondary Education or with the agency in the state where they reside. Contact information for each state agency is available on the College's Web page under the Consumer Info & Disclosures tab.

Step Six: If the complaint has not been resolved to the student's satisfaction of the student, the student may refer the complaint to the Accrediting Council for Independent Colleges and Schools, 750 First Street NE, Suite 980, Washington, DC 20002-4241.