

Grievance Procedure

The purpose of the grievance procedure is to provide an opportunity to resolve concerns as quickly as possible. A student with a concern may contact the instructor, Department Head or President. Recommendations, directives, or suggestions will be made. The following guidelines are to be followed:

1. Problems are to be addressed outside of class, during break, or after class.
2. Complaints should first be resolved by discussion with the instructor and/or Department Head for academic concerns. If the grievance is not resolved satisfactorily with these individuals, it can then be submitted to the President, whose decision is considered final in all matters pertaining to the institution. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Oklahoma Board of Private Vocational Schools located at 3700 NW Classen Boulevard Suite 250 Oklahoma City, OK 73118, the Accrediting Council for Independent Colleges and Schools located at 750 First Street NE Suite 980 Washington, DC 20002-4223 or the Accrediting Bureau of Health Education Schools located at 7777 Lessburg Pike, Suite 314 N. Falls Church, VA 22043. The student may contact these agencies for further details.

A SPECIAL NOTE REGARDING RETALIATION AND/OR ADVERSE TREATMENT FOR BRINGING A COMPLAINT

All students raising a complaint or issue under this Procedure will be treated with respect and will be responded to promptly. Complaints are not to result in retaliation against anyone including the person raising the complaint, witnesses, or institutional representatives. If a student ever believes that he/she has been subjected to adverse treatment because of making or participating in a complaint), the President or Campus Director must be immediately so notified

This Complaint Procedure is not intended to impede any student's right to file a timely complaint with an appropriate external state or federal agency. Students may seek resolution through the Office of Civil Rights of the Federal Department of Education. Information on how to proceed may be accessed on their website at:

www.ed.gov/about/offices/list/ocr/index.html