



## 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, Campus Director, 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 College.

If the complaint cannot be resolved after exhausting the College's grievance procedure, the student may file a complaint with the following:

**Oklahoma Board of Private Vocational Schools**  
**3700 N. Classen Blvd., #250**  
**Oklahoma City, OK 73118**

If a student does not feel that the college has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the college for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

**Accrediting Commission of Career Schools and Colleges**  
**2101 Wilson Boulevard, Suite 302**  
**Arlington, VA 22201 (703) 247-4212**  
[www.accsc.org](http://www.accsc.org)

A copy of the ACCSC Complaint Form is available at the college and may be obtained by contacting the Accreditation and Compliance Director or online at [www.accsc.org](http://www.accsc.org).

Medical Assistant (Residential) students may contact:

Accrediting Bureau of Health Education Schools  
7777 Leesburg Pike, Suite 314  
Falls Church, VA 22043

### **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](http://www.ed.gov/about/offices/list/ocr/index.html)