

# **STUDENT GRIEVANCE POLICY & PROCEDURE**

## **(Non-Title IX)**

In accordance with the mission statement, the college will make every attempt to resolve any student complaint that is not frivolous or without merit. Complaint procedures are located in this student handbook thereby assuring that all students know the steps to follow should they desire to register a complaint at any time. Evidence of the final resolution of all complaints will be retained in college files in order to determine the frequency, nature, and patterns of complaints for the institution.

The following procedure outlines the specific steps of the complaint process.

1. If a student has a problem with another student, (the students) should try to resolve the problem between themselves. If the problem cannot be resolved, a student may ask an instructor for assistance as a mediator to try to help.
2. The student should register the complaint in writing on the designated form provided by the institution within 60 days of the date that the act which is the subject of the grievance occurred. Students must sign the form as the institution does not recognize anonymous complaints.
3. The complaint form will be given to the college Director.
4. The complaint will be reviewed by management and a response will be sent in writing to the student within 30 days of receiving the complaint. The initial response may not provide for final resolution of the problem but will notify the student of continued investigation and/or actions being taken regarding the complaint.
5. If the complaint is of such nature that it cannot be resolved by the management, it will be referred to an appropriate agency if applicable. Students, at their option, may file a complaint with the Michigan Department of Licensing and Regulatory Affairs by calling 517-241-9202. Depending on the extent and nature of the complaint, interviews with appropriate staff and other students may be necessary to reach a final resolution of the complaint.
6. In cases of extreme conflict, it may be necessary to conduct an informal hearing regarding the complaint. If necessary, management will appoint a hearing committee consisting of one member selected by the college who has had no involvement in the dispute and who may also be a corporate officer, another member who may not be related to the student filing the complaint or another student in the college, and another member who may not be employed by the college or related to the college owners. The hearing will occur within 90 days of committee appointment. The hearing will be informal with the student presenting his/her case followed by the college's response. The hearing committee will be allowed to ask questions of all involved parties. Within 15 days of the hearing, the

committee will prepare a report summarizing each witness' testimony and a recommended resolution for the dispute. College management shall consider the report and either accept, reject, or modify the recommendations of the committee.

7. Students must exhaust the institution's internal complaint process before submitting the complaint to the college's accrediting agency, if applicable.
8. If a complainant wishes to pursue the matter further, a complaint form is available through the accrediting agency: National Accrediting Commission of Career Arts and Sciences.