

COMPLAINTS AND GRIEVANCES (C-TEC INTERNAL PROCESS)

Any person or group having a legitimate interest in the school of this District shall have the right to present a request, suggestion, complaint, or grievance concerning District personnel, the program, or the operations of this District. At the same time, the Board of Education has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide the means for judging each public complaint and grievance in a fair and impartial manner and to seek a remedy where appropriate.

It is the desire of the Board to rectify any misunderstandings between the public and the School District by direct discussions of an informal type among the interested parties. It is only when such informal meetings fail to resolve the differences, shall more formal procedures be employed.

Any requests, suggestions, complaints or grievances reaching the Board, Board members, and the administration shall be referred to the Superintendent for consideration according to the following procedure:

A MATTERS REGARDING A TEACHING STAFF MEMBER

First Level

If it is a matter specifically directed toward a teaching staff member, the matter must be addressed, initially, to the concerned staff member who shall discuss it promptly with the complainant and make every effort to provide a reasoned explanation or take appropriate action within his/her authority and District rules and regulations.

Second Level

If the matter cannot be satisfactorily resolved at the first level, it shall be discussed by the complainant with the Director.

Third Level

If a satisfactory solution is not achieved by discussion with the Director, a written request for a conference shall be submitted to the Superintendent. The request should include:

1. the specific nature of the complaint and a brief statement of the facts giving rise to it;
2. the respect in which it is alleged that the complainant (or child of the complainant) has been affected adversely; and
3. the action which the complainant wishes taken and the reasons why it is felt that such action be taken.

Fourth Level

Should the matter still not be resolved or if it is one beyond the Superintendent's authority and requires a Board decision or action, the complainant shall request, in writing, a hearing by the Board.

The Board, after reviewing all material relating to the case, shall grant a meeting before the Board.

B MATTERS REGARDING AN ADMINISTRATIVE STAFF MEMBER

In the case of a complaint directed toward an administrative staff member, the general procedure specified in Part A shall be followed. The complaint shall be discussed, initially, with the person toward whom it is directed; and if a satisfactory resolution is not achieved at this level, the matter shall be brought, as required, to higher levels terminating with the Board.

C MATTERS REGARDING A NON-INSTRUCTIONAL STAFF MEMBER

In the case of a complaint directed toward a non-instructional staff member, the same procedure is to be followed as in Part A.

D MATTERS REGARDING A PROGRAM OR OPERATION

If the request, suggestion, complaint, or grievance relates to a matter of District or school policy, procedure, program, or operation, it should be addressed, initially, to the Director who is most directly concerned, and then brought, in turn, to higher levels of authority in the manner prescribed in Part A.

STUDENT COMPLAINTS, OHIO DEPARTMENT OF HIGHER EDUCATION

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.

How to Submit a Complaint

STEP 1 If a student has concerns related to classroom situations or administrative actions, he/she should contact the faculty or staff member(s) with whom there has been a conflict. It may be possible to resolve the concerns without the need for formal institutional action. However, if the student's complaint is not resolved satisfactorily, or if the complaint cannot be resolved by contacting the faculty or staff member(s), the student should proceed to STEP 2.

STEP 2 The student should file a complaint through the institution of higher education's established complaint process. Information on the process can usually be found in the institution's academic catalog, student handbook or website. If the student is unable to resolve the complaint in this manner, the student should contact the Ohio Department of Higher Education using the online complaint form found below. Please note that the complaint must be received within two years of the completion of the institution's complaint process.

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

STEP 3 After receiving a complaint through the ODHE complaint form, the Chancellor's staff will review the submitted materials. If needed, the ODHE will contact the person submitting the complaint for any required additional information or clarifications. The Ohio Department of Higher Education will then send a copy of the complaint to the institution against which the complaint has been filed and ask for a response within three weeks. After receiving the college or university's response, the Chancellor's staff will determine whether the institution's student complaint process has been followed and exhausted and what additional steps or follow-up, if any, will be taken. The Chancellor's staff will inform both parties involved in the complaint of the outcome of our review in writing. Depending on the complexity of the complaint, most follow-up contact regarding the complaint will be completed within 4 to 6 weeks.

If you have additional questions about the complaint process, or want to clarify that your individual complaint is reviewable by the Ohio Department of Higher Education, please feel free to contact Matt Exline at (614) 728-3095 or mexline@highered.ohio.gov.

STUDENT COMPLAINT PROCEDURE (ACCREDITOR—ACCSC)

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan 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. 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 school 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 & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212
www.accsc.org

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting Lauren Massie, Adult Director, or online at www.accsc.org.

FILING A COMPLAINT AGAINST AN ACCSC-ACCREDITED INSTITUTION

Institutions that are accredited by the ACCSC are required to have a published procedure and operational plan for handling complaints. Accordingly, before contacting the Commission with a complaint against an ACCSC-accredited institution, the Commission encourages complainants to first to avail themselves of the school's complaint procedures.

If you feel an ACCSC-accredited institution school has not adequately addressed a complaint, or that the school is not in compliance with the [Standards of Accreditation](#), you may file a written complaint with the Commission using the [ACCSC Complaint Form](#). In order for a complaint to be processed by ACCSC, it should include:

- The basis for any allegation of noncompliance with ACCSC standards or requirements;
 - All relevant names and dates and a brief description of the actions forming the basis of the complaint;
 - Copies of any documents or materials that support the allegations, when available; and
 - A signed release authorizing the Commission to forward a copy of the complaint, including the identification of the complainant, to the school.
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COMPLAINT PROCESS

Upon receipt of a complaint filed in accordance with the aforementioned format, 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.
- The Commission may determine, based on a review of the school's response, that the school has adequately addressed the concerns raised in the complaint and is in compliance with the [Standards of Accreditation](#).
- 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.** The Commission will not intervene on behalf of individuals in cases of disciplinary action or dismissal or review decisions in such matters as admission, graduation, fees, and similar points unless the context suggests unethical or unprofessional actions that seriously impair or disrupt the educational services of an applicant or an accredited school.

A PDF version of the Student Corner/Complaint page is available for [download](#).