

# Student Complaint & Grievance Policy

Effective: 06/19/2020

Students are encouraged, at all times, to communicate their concerns to members of the faculty and administration. If a situation arises in which a student has a complaint or grievance the student is to adhere to the following procedure:

1. Within 72 hours: Discuss the matter with his or her instructor, if applicable. If not resolved,
2. Within the following 72 hours: Discuss the matter with the Program Director. If not resolved,
3. Within the following 72 hours: Discuss the matter with the Academic Dean. If not resolved,
4. Within the following 72 hours: Discuss the matter with the Campus President/Director.

If a student is still unable to resolve the issue, a written grievance statement along with supporting documentation may be submitted to the Campus President. The written statement should include the details of the student's issue, a summary of the conversations the student had with individuals while following the above procedure, and an explanation as to why the student believes the issue remains unresolved.

The Campus President will schedule a grievance committee meeting within three business days of receipt of the written grievance. Students are required to appear before the grievance committee. The Campus President will inform the student of the time and place to appear before the committee. The grievance committee has the responsibility of reaching a decision that is in balance with the best interest of both the student and the college. Students will be notified in writing within three business days of the committee's decision. Legal representation is not permitted since a grievance committee meeting is not considered a legal proceeding.

Further, students have the right to report any apparent inconsistencies with the application of the Student Complaint & Grievance Policy outlined in the school catalog. The request must be completed in writing and submitted to Concorde's Campus Support Center Student Affairs Department at: [studentaffairs@concorde.edu](mailto:studentaffairs@concorde.edu). The request must include a summary of the student's grievance and any details and supporting documentation of the student's conversation with campus staff regarding the grievance, and it must describe how the campus' management of the grievance procedure was inconsistent with the school catalog. The Student Affairs Department will research the student's report as deemed appropriate, including requesting additional information from the student as needed, and render a final decision that is binding. The student will be notified in writing of the decision.

## Additional Student Grievance Options

### Accrediting Commission of Career Schools and Colleges (ACCSC)

#### Student Complaint Procedure

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](http://www.accsc.org) | [complaints@accsc.org](mailto:complaints@accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting [complaints@accsc.org](mailto:complaints@accsc.org) or at <https://www.accsc.org/Student-Corner/Complaints.aspx>.

### **Texas Workforce Commission Procedure**

If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Texas Workforce Commission (TWC). All complaints considered by the TWC must be in written form, with permission from the complainant(s) for the TWC to forward a copy of the complaint to the school for a response. The TWC will keep the complainant(s) informed as to the status of the complaint as well as the final resolution. Please direct all inquiries to:

Texas Workforce Commission Career Schools and Colleges 101 East 15th Street, Room 226-T Austin, TX 78778-0001  
512-936-3100 <http://csc.twc.state.tx.us>

### **Texas Higher Education Coordinating Board Procedure**

Students enrolled in any degree granting program may, after exhausting the institution's grievance/complaint process, initiate a complaint with the Texas Higher Education Coordinating Board (THECB) by sending the required forms either by electronic mail to [StudentComplaints@thehb.state.tx.us](mailto:StudentComplaints@thehb.state.tx.us) or by mail to the Texas Higher Education Coordinating Board, Office of General Counsel, P.O. Box 12788, Austin, TX 78711-2788. All complaints must include a student complaint form and a signed Family Educational Rights and Privacy Act (FERPA) Consent and Release form, which is at the bottom of the student complaint form. These forms may be accessed at: <https://www.highered.texas.gov/links/student-complaints/>

The web address for the rules governing student complaints is:

[http://texreg.sos.state.tx.us/public/readtac\\$ext.TacPage?sl=R&app=9&p\\_dir=&p\\_rloc=&p\\_tloc=&p\\_ploc=&pg=1&p\\_tac=&ti=19&pt=1&ch=1&rl=116](http://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=19&pt=1&ch=1&rl=116).

A student in the Dental Hygiene program may direct an unresolved complaint to:

Commission on Dental Accreditation 211 East Chicago Avenue Chicago, IL 60611 312-440-4653 [www.ada.org/coda](http://www.ada.org/coda)

A student in the Vocational Nursing programs may direct an unresolved complaint to:

Texas Board of Nursing

333 Guadalupe Street, Suite 3-460

Austin, TX 78701

512-305-7400

[www.bon.texas.gov](http://www.bon.texas.gov).

A student in the Physical Therapist Assistant program may direct an unresolved complaint to:

Commission on Accreditation in Physical Therapy Education 1111 North Fairfax Street Alexandria, VA 22314  
703-706-3245

[www.capteonline.org](http://www.capteonline.org)

A student in the Respiratory Therapy program may direct unresolved complaints to:

Commission on Accreditation for Respiratory Care 1248 Harwood Road

Bedford, TX 76021 817-283-2835 [www.coarc.com](http://www.coarc.com)

A student in the Surgical Technology program may direct an unresolved complaint to:

Accreditation Review Council on Education in Surgical Technology and Surgical Assisting (ARC/STSA)

19751 E Mainstreet, Ste 339

Parker, CO 80138

303-694-9262

[www.arcstsa.org](http://www.arcstsa.org)