Grievance and Appeals Policy - Undergraduate Programs

Occasionally, a problem may arise between a student and another party, or with some aspect of the College. Students are encouraged to verbally communicate their concerns to the appropriate person. The following are the steps the student should take to resolve concerns:

**Step 1:** Communicate with the appropriate instructor or staff member.

**Step 2:** Communicate with the Campus President. A “Complaint Form” can be obtained from the Campus President or the Education Department.

**Step 3:** The Campus President will meet with the student to discuss the issue. The Campus President may also meet with the other party(ies) to attempt to resolve the issue.

**Step 4:** Unresolved concerns may be appealed within fourteen (14) days to the Grievance Committee in writing. The Grievance Committee may be comprised of the following people, but is not limited to, the Campus President, and/or instructor.

The following steps must be followed:

a. All parties involved must complete a “Complaint Form”.

b. All documentation must be received prior to the meeting.

c. All persons involved with the incident/complaint will be in attendance.

d. Testimony will be presented by the student and all other parties involved and will be recorded in the official minutes.

e. After all testimony is presented, the student and other parties will be excused.

f. The Grievance Committee has the responsibility for reaching a decision within fourteen (14) days that is in balance with the best interests of both the student and the College.

**Step 5:** If a student believes that the College did not address the complaint or concern, the student may consider contacting the Chief Operations Officer at 775-525-2109.

**Step 6:**

**Alaska**

Other interested individuals or agencies with a concern or grievance should contact Charter College administration. This information will then be forwarded to the appropriate department for review and possible resolution. A student or any member of the public may file a complaint or appeal about this institution with the Alaska Commission on Postsecondary Education, PO Box 110505 Juneau, Alaska 99811-0505, Phone (907) 465-6741, Fax (907) 465-5316.

A copy of the Commission’s Complaint Form is available at the school and may be obtained by contacting the Campus President.

**California**

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 or P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, (888) 370-7589 or by fax (916) 263-1897

**Certificate in Vocational Nursing**

Students have the right to contact the Board of Vocational Nursing and Psychiatric Technicians (BVNPT) at 2353 Capitol Oaks Drive, Suite 205, Sacramento, CA 95833, (916) 263-7800.

**Montana**

After exhausting the above remedies student complaints concerning consumer protection violations should be directed to the Montana Department of Justice Office of Consumer Protection http://www.doj.mt.gov/consumer/. Complaints concerning institutional academic practices may be directed to the Accrediting Council for Independent Colleges and Schools, 750 First Street NE, Suite 980, Washington, DC, 20002-4241, (202) 336-6780.

Revised 03/09/2016
Students in Certificate programs: nothing in this grievance policy prevents you from contacting the Workforce Training and Education Coordinating Board, 128 10th Avenue SW, Olympia, WA 98504-3105, (360) 709-4600, at any time.

Students in Associate’s, Bachelor’s programs: once the College grievance process is completed, a student may contact the Washington Student Achievement Council (WSAC). WSAC has authority to investigate student complaints against specific schools. WSAC may not be able to investigate every student complaint. Visit http://www.wsac.wa.gov/student-complaints for information regarding the WSAC complaint process.

Step 7:  
NC-SARA (For students that are not residents of AK, CA, or WA)  
If a complaint is not resolved at the institutional level, a student enrolled via the policies and standards of the National Council for State Authorization Reciprocity Agreements (NC-SARA) may appeal to the portal agency of the home state in which the institution is legally domiciled, Washington Student Achievement Council (WSAC). Information on NC-SARA’s complaint resolution process is available at http://nc-sara.org/content/sara-policies-and-standards.

Step 8: If a student does not feel that the College has adequately addressed a complaint or concern, the student may consider contacting the College’s accrediting agency.

All complaints must be in written form, with permission from the complainant(s) for the Council to forward a copy of the complaint to the College for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Council. Please direct all inquiries to:

Accrediting Council for Independent Colleges and Schools  
750 First Street N.E., Suite 980  
Washington, DC, 20002-4223  
202-336-6780

Other interested individuals or agencies with a concern or grievance should contact Charter College administration. This information will then be forwarded to the appropriate department for review and possible resolution.