

# GRIEVANCE AND APPEALS POLICY

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. The contact information for each Campus President is listed in the chart below:

Name	Campus	Contact Information
Joshua Bicchinella Campus President	Anchorage, Wasilla, Billings, Missoula	joshua.bicchinella@chartercollege.edu; 907-277-1000 2221 East Northern Lights Boulevard, Suite 120, Anchorage, AK 99508
Alison Hochman Campus President	Oxnard, Canyon Country, Lancaster	alison.hochman@chartercollege.edu; 805-973-1240 2000 Outlet Center Drive, Suite 150, Oxnard, CA 93036
Mellinda Renteria Campus President	Pasco, East Wenatchee, Yakima	mellinda.renteria@chartercollege.edu; 509-546-3900 5278 Outlet Drive, Pasco, WA 99301
Heather Allen Campus President	Vancouver, Lacey, Fife, Farmington	heather.allen@chartercollege.edu; 360-448-2000 17200 SE Mill Plain Boulevard, Vancouver, WA 98683

## 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:

1. All parties involved must complete a "Complaint Form".
2. All documentation must be received prior to the meeting.
3. All persons involved with the incident/complaint will be in attendance.
4. Testimony will be presented by the student and all other parties involved and will be recorded in the official minutes.
5. After all testimony is presented, the student and other parties will be excused.
6. 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 Vice President of Student Finance and Compliance at 775-525-2152.

## STEP 6

### ALASKA

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.

To request a copy of the Commission's Complaint Form, please send an email to: [EED.ACPE-IA@alaska.gov](mailto:EED.ACPE-IA@alaska.gov).

## **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](http://www.bppe.ca.gov), (888) 370-7589 or by fax (916) 263-1897. Students may contact the Bureau to file a grievance prior to filing a grievance with the College.

## **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.

## **NEW MEXICO**

Grievances and appeals are reviewed by an impartial representative of the College who is not directly involved in the area of the complaint; this may include, but is not limited to, the Campus President, member of the Grievance Committee, or Vice President of Student Finance and Compliance. The College will take no adverse action against the complainant for registering the complaint.

A student or other party not satisfied with an institution's resolution of a complaint may submit a complaint to the New Mexico Higher Education Department (NMHED) in writing on a form provided by NMHED/PPSD available at <http://www.hed.state.nm.us/institutions/complaints.aspx>. A student must file a complaint with NMHED/PPSD within three (3) years of his/her last date of enrollment. The information may be submitted to NMHED/PPSD, 2044 Galisteo Street, Suite 4, Santa Fe, NM 87505-2100, (505) 476-8400.

## **OKLAHOMA**

If the student pursues the complaint via the institution's formal procedures for complaints to the highest level possible and still perceives the concerns have not been adequately addressed, the student may file a complaint against a higher education institution in Oklahoma with the Oklahoma State Regents for Higher Education (OSRHE). Complaints must be submitted on the official student complaint form. OSRHE staff request permission to contact the institution on the student's behalf to identify any possible resolution. The student complaint form is available on OSRHE's website at <http://www.okhighered.org/current-college-students/complaints.shtml>. OSRHE may be contacted at 655 Research Parkway, Suite 200, Oklahoma City, OK 73101, 405-225-9100.

## **WASHINGTON**

Students attending Washington institutions can utilize <https://www.studentcomplaints.wa.gov/hc/en-us> to learn more about the complaint procedures.

*Students in Certificate programs:* nothing in this grievance policy prevents you from contacting the Workforce Training and Education Coordinating Board, 128 10<sup>th</sup> 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 ALASKA, CALIFORNIA, MONTANA, NEW MEXICO, OR WASHINGTON)***

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>.

Montana residents: Complaints concerning proper licensure under Montana law (see Board of Regents' Policy 221, <http://www.mus.edu/borpol/bor200/221.pdf>), including, if applicable, complaints related to State Authorization Reciprocity Agreement standards, may be directed to the Montana University System Office of the Commissioner of Higher Education, 2500 Broadway PO Box 203201, Helena, Montana 59620-3201, 406-444-6570.

## **STEP 8**

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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 submitted using the ABHES on-line complaint system at <https://complaintsabhes.com>. The complaint should include a narrative section filled out for each complaint type. Additionally any supporting documentation should be uploaded into the system.

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.