

Student Complaint and Grievance 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.

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 | complaints@accsc.org

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

All complaints considered by the Commission must be in writing, with Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule chapter 14540-01-02 may file a complaint with the **Tennessee Higher Education Commission, Division of Postsecondary State Authorization. The address is the Tennessee Higher Education Commission 312 Rosa L. Parks Ave., 9th Floor Nashville, TN 37243 or call 615-253-8857**

Online Student Compliant Procedure:

Complaint Resolution Policies and Procedures for Non-Tennessee Resident Students in [State Authorization Reciprocity Agreement States](#), commonly known as SARA.

Student complaints relating to consumer protection laws that involve distance learning education offered under the terms and conditions of the State Authorization Reciprocity Agreement (SARA), must first be filed with the institution to seek resolution.

Complainants not satisfied with the outcome of the Institution's internal process may appeal, within two years of the incident about which the complaint is made, to the Tennessee Higher Education Commission

(<https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html>).

For purposes of this process, a complaint shall be defined as a formal assertion in writing that the terms of SARA or the laws, standards or regulations incorporated by the SARA Policies and Standards (<https://nc-sara.org/resources/guides>) have been violated by the institution operating under the terms of SARA.

For a list of SARA member States, please visit the NC-SARA website (<https://nc-sara.org/directory>). Students residing in non-SARA states should consult their respective State of residence for further instruction for filing a complaint.

College Policy

It is the policy of the Chattanooga College Medical, Dental, & Technical Careers to address all concerns in a timely manner. Concerns may be addressed from all areas of the student's perspective, such as financial, student advising, scheduling, grading, placement, or others.

Informal Complaint:

An Informal complaint is an informal allegation, concern, or expression of dissatisfaction regarding a service, policy, procedure, behavior, or outcome. An informal complaint is made verbally or via email to the College employee responsible for the area of concern or to their immediate supervisor. If an informal complaint cannot be resolved through these channels, a Formal Complaint may be filed.

Formal Complaint:

A Formal Complaint is a written allegation submitted on the Formal Complaint Form that one has been harmed by being treated arbitrarily, unfairly, or in ways which violate established laws, rules, policies, or procedures. The formal complaint is submitted to the respective campus's Dean of Academic and Student Services or Dean of Academics (Online). Further directions are found on the form. The Dean of Academic and Student Services will involve all necessary parties to resolve the grievance. All grievances will be addressed within 10 business days of submission. This process applies to all types of formal complaints, including those from members of the public.

Grievance:

A grievance is a formal allegation of discrimination specifically involving one's disability or sex. Concerns regarding discrimination based on race, national or ethnic origin, religion, age, or any other forms of discrimination not including disability or sex should be reported using the Formal Complaint process described above.

- **ADA (Section 504) Grievance** - A student, employee, or member of the public who believes s/he has been subjected to discrimination due to a disability should file a grievance with the respective campus's Dean of Academic and Student Services.
- **Title IX (sexual harassment, discrimination, or abuse) Grievance** - A student, employee, or member of the public who believes s/he has been subjected to discrimination due to sex should notify the respective campus's Title IX Coordinator or Deputy Coordinator.