

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,
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. 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.

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 1747 N. Market Blvd., Suite 225, Sacramento, CA 95834 or P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, (888) 370-7589 or by fax 916-263-1897.

A student or any member of the public may file a complaint about this Institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet website (www.bppe.ca.gov).

The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling 888-370-7580 or by visiting www.osar.bppe.ca.gov

Additional Student Grievance Options

Effective: 01/04/2022

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 | 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/StudentCorner/Complaints.aspx>.

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

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

Dental Hygiene Board of California
2005 Evergreen Street, Suite 2050
Sacramento, CA 95815
916-263-1978
www.dhbc.ca.gov

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

Committee on Accreditation for Education in Neurodiagnostic Technology (CoA-NDT)
2206 Highland Ave
Morton, PA 19070
223-666-5952
www.coa-ndt.org

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

Committee on Accreditation for Polysomnographic Technologist Education (CoA PSG)
1711 Frank Avenue
New Bern, NC 28560
252-626-3238

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

Commission on Accreditation for Respiratory Care
264 Precision Blvd
Telford, TN 37690 USA
Telephone: 817-283-2835
Fax: 817-354-8519
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

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

Board of Vocational Nursing and Psychiatric Technicians
2535 Capitol Oaks Drive, Suite 205
Sacramento, CA 95833
916-263-7800