



STUDENT GRIEVANCE POLICY

Cultural Center for Language Studies

Students have a right to submit grievances and complaints to any administrative, staff, or faculty member at any time. Students who have a complaint are encouraged to talk to a member of the CCLS administrative staff. If a complaint or grievance is submitted in writing, it must be submitted to the President or School Director.

Within ten (10) days and in writing, Management will respond to complaint itself, using the grievance procedures listed below.

If a student has a grievance concerning his/her grades, the student is required to comply with the following procedure:

1. First, the student should address the dispute or grievance with the appropriate instructor if the complaint is about a participation grade or an assignment grade. If the student is not satisfied with the instructor's resolution of the matter, the student has a right to submit his verbal complaint to the school Director. An appeal hearing will be conducted within three (3) business days of receipt of the complaint. The faculty member and school Director will review the appeal and provide a written statement outlining their decision within 48 hours.
2. If the student is not satisfied, the student can request an interview with the President, school Director, and the instructor within three (3) days. Any decision resulting from this interview is final as far as the school's internal grievance procedure is concerned.

All other grievances shall be handled as follows:

1. If the student wishes to file a formal grievance for any matter, excluding grades, the student must submit a written grievance to the School Director, using our *Student Grievance Form*.
2. The School Director shall review and investigate the grievance using his/her discretion to interview any sources as needed. The School Director will notify the student as to the outcome within (7) seven days of the receipt of the grievance.
3. If the student is not satisfied, the student can request an interview with the President, School Director, and the faculty/staff member who is the object of the grievance within ten (10) days. Any decision resulting from this interview is final as far as the school's internal grievance procedure is concerned.
4. If the student is not satisfied with CCLS resolution and wishes to escalate his/her grievance to CCLS accrediting agency, ACCET, the student should follow the procedures indicated at

http://docs.accet.org/downloads/docs/doc3_4.pdf. The document is posted on the bulletin board in the lab area. The student may also request a copy at CCLS front desk.