

## Complaint Procedure

- 1 Student should first discuss the challenge with their phase educator.
- 2 If the Student does not feel the phase educator resolved the challenge the next step is to schedule a meeting with the department team lead.
- 3 If the Student does not feel the team lead resolved the challenge the next step is to write a formal internal complaint to the director of education/ director:
  - a. A formal complaint must be completed by the Student and then given to the education director/ director for review.
- 4 The director will then review and respond to the complaint by scheduling a meeting within 30 days of receiving the complaint form.
- 5 The complaint will go to the complaint review board:
  - a Board consists of the following members:
    - i Director
    - ii Education Director
    - iii Department Team Lead
    - iv Educator
    - v Student
- 6 The Student may file a complaint with the following:
  - a Colorado Division of Private Occupational School Board  
at 1560 Broadway Street, Suite 1600, Denver, CO 80202.  
303-862-3001, [www.highered.colorado.gov/dpos](http://www.highered.colorado.gov/dpos)
  - i. Complaints are filed online. There is a two year statute of limitations from the Student's last date of attendance for DPOS to take action.
  - b NACCAS at 3015 Colvin Street, Alexandria, VA 22314

## Suspension

Students who are suspended for minor violations have up to 30 days to provide the review board documentation that the stipulations have been met. Once the review board has agreed that the Student is prepared to comply with the professional standards of the school, the Student may return to school; however, a record of suspension will be recorded in the Student's permanent file. While a Student is suspended, no days may be earned and the contract graduation date is extended by the number of school days missed. If a Student on suspension fails to

respond within 30 days, the Student is automatically terminated. During suspension, the Student is not allowed on the premises unless an appointment with administration has been first approved.

## Minor Violations Policy

Minor violations include assigned area violations, property misuses, guest services violations, unprofessional behavior, and any disruptive or unsafe behavior determined by an educator or team member as interruptive or preventing the regular operation of the school or preventing the education of another Student. Anytime during the Student's program the violation of a minor standard may result in community service, suspension or termination from the program.

## Major Violations Policy

Major violations include using controlled substances/ alcohol, defacing or destroying property, stealing, falsifying documents, committing fraud, abusing and/or causing physical harm to others, and violating local, state and federal laws. At anytime during a Student's program, the violation of a major violation will result in termination.

## Termination Policy

For any policy violations the Institute can terminate the Student from the program, including but not limited to compliance with the Institute's rules and/or policies, including Satisfactory Academic Progress, code of conduct, and/or financial obligations.

## Services to the Public

Services to the Public: Part of the Student Curriculum is delivering services to the public. Students will perform services on the public. Students are not employees and will not receive compensation for any aspect of their education, including when providing services in the school clinic to members of the public who pay a fee for services.