

# 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. If not resolved,
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](mailto: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.

## Additional Student Grievance Options

Effective: 08/31/2021

### 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](http://www.accsc.org) | [complaints@accsc.org](mailto:complaints@accsc.org)

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

## **State of Oregon Procedure**

Students aggrieved by action of the school should attempt to resolve these problems with appropriate school officials. Should this procedure fail, students may contact:

Higher Education Coordinating Commission  
3225 25th Street SE  
Salem, OR 97302  
503-378-5690

## **State of Washington Procedure**

This school is licensed under Chapter 28C.10RCW. Nothing in the policy prevents the student from contacting the Workforce Board at 360-709-4600 at any time with a concern or complaint. Inquiries or complaints regarding this or any other private vocational school may be made to the:

Workforce Training and Education Coordinating Board 128 10th Avenue, SW P.O. Box 43105 Olympia, WA 98504  
360-709-4600 [www.wtb.wa.gov](http://www.wtb.wa.gov) Email: [wtecb@wtb.wa.gov](mailto:wtecb@wtb.wa.gov)

The Academic Dean and/or Campus President handle all student complaints. Both can be reached at Concorde Career College, 1425 Northeast Irving Street, Building 300, Portland, OR 97232; 503-281-4181.

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  
<https://coda.ada.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  
[www.coapsg.org](http://www.coapsg.org)

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

Oregon State Board of Nursing  
17938 Southwest Upper Boones Ferry Road  
Portland, OR 97224-7012  
[www.oregon.gov/OSBN](http://www.oregon.gov/OSBN)

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](http://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  
<https://arcstsa.org>.