

## STUDENT COMPLAINT POLICY

Vista College provides a prompt and equitable process for resolving student grievances. The procedure is available to any student who believes that a school decision or action has adversely affected his/her status, rights, or privileges. Students with a grievance must first make a reasonable effort to resolve the issue on an informal basis with their instructor or administrative personnel. If the issue is not resolved to the student's satisfaction, the student shall review the grievance with all parties concerned.

We will receive all information submitted by the student concerning a grievance in strict confidence and we and the student agree to maintain confidentiality in the grievance procedures. No reprisals of any kind will be taken by any party of interest or by any member of the Vista College administration against any party involved. Students must address their concerns about an educational program by following the school's grievance process outlined below.

- Step 1 - Grievance or complaints involving an individual instructor or staff member should first be discussed with the individual involved
- Step 2 – Grievance or complaints not resolved with the individual instructor or staff member should be discussed with the Director of Education. The DOE will investigate the claim and attempt to resolve the issue. Resolution may include a mediated conversation between involved parties.
- Step 3 – If the matter is not resolved to the student's satisfaction in Step 1, the student should submit a written, dated and signed statement to the Campus Director. Within ten (10) business days of the receipt of the written statement, the Campus Director will arrange for a preliminary meeting with the student to discuss the grievance, and the Campus Director will thereafter conduct an investigation, including providing the student with a full and fair opportunity to present evidence relevant to the matter. The Campus Director will render his/her

decision in writing within ten (10) business days after concluding his/her investigation, setting out the Campus Director's findings, conclusions, and reasoning. The student's written complaint, together with the Campus Director's decision, will become a permanent part of the files of the parties involved.

The Campus Director's decision is considered final at the institutional level. If a student is still not satisfied, the student may direct unresolved issues to Education Futures Group (EFG) at the following address:

Education Futures Group  
Attn: Compliance  
300 N, Coit, Suite 1400  
Richardson, TX 75080  
(972)707-8569

The student may also contact the:

Council on Occupational Education  
7840 Roswell Road  
Building 300 Suite 325  
Atlanta, GA 30350  
(800) 917-2081

The student in Arkansas may file a complaint with:

ICAC Coordinator  
Arkansas Department of Higher Education  
114 East Capitol  
Little Rock, AR 72201

Information on filing a complaint with ADHE can be found on ADHE's website at

<http://www.adhe.edu/Pages/home.aspx>