

Complaint / Grievance Form

Instructions: Please complete this form in writing and submit it to the Campus Director. Attach additional pages if needed. A school representative will reach out within (14) calendar days of receipt to schedule a meeting. All complaints/grievances will be documented and maintained by the school for two (2) complete accrediting cycles.

Section 1: Complainant Information

Name:

Phone:

Email:

Address:

Section 2: Complaint/Grievance Details

Date of Incident:

Location (Campus/Class/Other):

Individuals Involved (if any):

Nature of Complaint/Grievance (check all that apply):

☐ Academic ☐ Financial ☐ Conduct / Harassment ☐ Administrative / Policy

☐ Other:

Description of Allegation or Concern (please be specific):

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What resolution or outcome are you seeking (please be specific)?

If the above resolution or outcome is not available, what is an alternative resolution you are seeking?

Signature

Date

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General Complaint/Grievance Policy

Nothing in this policy prevents a student from contacting the Department of Licensing at any time with a concern or a complaint. However, the school encourages students to first use the internal process outlined below.

A formal complaint/grievance may be filed with the Campus Director. An interested party may also file a complaint/grievance against the school; however, the complaint/grievance must be submitted in writing. A complaint/grievance form is available with the Campus Director or under Disclosure Link on the school's website.

A submission is considered complete once it includes all of the following:

- A detailed description of the complaint/grievance,
- Any supporting documentation, and
- An outcome or resolution being sought.

Once a complete submission is received, a school representative will contact the complainant within fourteen (14) calendar days to schedule a meeting. After the meeting, the school will document this meeting, and a copy can be provided to the complainant upon request.

If the issue cannot be resolved, the complaint/grievance will be referred to the school's complaint/grievance committee. This committee will consist of three individuals who may be selected from the following categories: school owner, Campus or Program Director, Assistant Program Director, educator, financial aid administrator, or a member of the public. The committee will meet within thirty (30) calendar days.

If more information is needed, a written request will be sent to the complainant. If no additional information is required, the complaint/grievance committee will propose a resolution.

If the complainant wishes to pursue the matter further, the complainant may contact the school's accrediting agency and/or the Washington State Department of Licensing. The complainant is encouraged to first use the school's complaint process before filing with an accrediting agency or state regulatory body.

The school shall maintain written records of all complaints filed for two (2) complete accrediting cycles.

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Section 3: School Use Only

Date Received:

Received By:

Contact with Complainant to meet (within 14 days):

Meeting Scheduled: Date _____ Time _____

Meeting Notes Documented: ☐ Yes ☐ No

Copy Provided to Complainant: ☐ Yes ☐ No

Section 4: Complaint/Grievance Committee (if referred)

Date of Committee Meeting (within 30 days):

Committee Members Present:

Additional Information Requested: ☐ Yes ☐ No

Resolution Proposed by Committee:

Section 5: Final Documentation

Resolution Accepted by Complainant? ☐ Yes ☐ No

Date Notified of Resolution: