

## **STUDENT GRIEVANCE POLICY**

The student grievance policy provides a system to manage student issues against faculty, staff, or fellow students. Students desiring to discuss or file a grievance should use the following protocols:

1. The student shall make an appointment, within three (3) days, with the instructor to discuss the issue with the objective of resolving the issue informally.
2. If the grievance is not resolved to the satisfaction of the student, the student may submit the grievance in writing to the program coordinator within three days of the informal discussion.
3. The program coordinator shall investigate the grievance and report to the student both verbally and in writing within 7 days of receipt of the formal grievance filing.
4. Should the grievance not be resolved to the student's satisfaction, the student may appeal the decision to the principal. This appeal should be made in writing within 7 days of the program coordinator's report. The principal shall investigate the issue and report to the student both verbally and in writing within 7 days of his/her receipt of the appeal letter.
5. Should the grievance not be resolved to the student's satisfaction, the student may appeal the decision to the superintendent. This appeal should be made in writing within 7 days of the principal's report. The superintendent shall investigate the issue and report to the student both verbally and in writing within 7 days of his/her receipt of the appeal letter.
6. Should the grievance not be resolved to the student's satisfaction, the student may contact the Council on Occupational Education, 7840 Roswell Road, Bldg. 300, Suite 325, Atlanta, GA 30350.