Adult & Community Education, Columbus City Schools
Student Complaint, Appeals, and Grievance Process

Students enrolled in Adult & Community Education, Columbus City Schools programs have the right to file a formal complaint related to classroom situations, grade disputes, or administrative actions. Students must follow the steps in the process described below.

STEP 1 – Resolution without Formal Action
If a student has concerns related to classroom situations, grade disputes, or administrative actions, within 5 business days, the student should meet with the faculty or staff member(s) with whom there has been a conflict. It may be possible to resolve the concerns without the need for formal institutional action. However, if the student's complaint cannot be resolved by contacting the faculty or staff member(s), the student may proceed to **STEP 2.**

STEP 2a and 2b – Formal Student Complaint and Proposed Resolution
If the informal meeting did not resolve the conflict, the student may file a **Student Complaint Form** (p. 2 in this packet) within 5 business days of meeting with the faculty or staff member(s) with whom there has been a conflict. Upon receiving the **Student Complaint Form**, the Program Administrator will review the Complaint and respond in a **Proposed Resolution to Student Complaint Form** (p. 2 and 3 of this packet). If the proposed written resolution is not accepted by the student, the student may proceed to **STEP 3**.

STEP 3 – Student Appeal
If the Program Administrator's proposed resolution is not acceptable to the student, he/she may file a **Student Appeal Form** (p. 4 of this packet) to the Program Administrator, who will schedule a hearing with appropriate ACE faculty and/or staff to review the appeal.

Step 4 – Student Hearing for Grievance
Upon receiving the **Student Appeal Form** from the student, the Program Administrator will schedule and hold a **Student Hearing Form** (p. 5 of this packet) with appropriate faculty and/or staff and subsequently provide a) written notification of the final decision to the student; and b) a copy of this entire packet to the Student Services Coordinator.

Please note:
Complaints concerning criminal misconduct should be filed with local law enforcement.

Complaints relating to violations of federal law should be filed directly with the federal agency having jurisdiction over the matter.

Adult & Community Education, Columbus City Schools
Step 2a: Student Complaint Form
(completed by the student)

Date: _____

Student Name: _____

Phone: _____ E-mail: _____

Address: _____City: _____ Zip: _____

Place a checkmark next to the program you are enrolled in at ACE.
Practical Nursing ☐ HVACR ☐ Other ☐ (please identify)_____

Briefly explain why you are filing this complaint.

_____

_____

Please summarize the **facts** of your complaint, providing specifics related to dates, times, incidents, conversations, names, etc. Attach any supporting documentation.

_____

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_____ _____
Student Signature Date

Student Complaint Form must be submitted by the student to the Program Administrator within 5 business days of the student meeting with ACE faculty and staff to informally resolve the conflict.

Adult & Community Education, Columbus City Schools
Step 2b: Proposed Resolution to Student Complaint Form
(completed by the Program Administrator)

Date: _____

Student Name: _____

Place a checkmark next to the program the student is enrolled in at ACE.

Practical Nursing ☐ HVACR ☐ Other ☐ (please identify)_____

Briefly describe the complaint filed by the student.

_____

_____

Please describe your proposed resolution to the student's complaint. Attach any supporting documentation.

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_____ _____

Program Administrator (signature) Date

Proposed Resolution Form must be provided by the Program Administrator to the student within 5 business days of receiving the student complaint.

Adult & Community Education, Columbus City Schools
Step 3: Student Appeal Form
(completed by the student)

Date: _____

Student Name: _____

Phone: _____ E-mail: _____

Address: _____City: _____ Zip: _____

Place a checkmark next to the program you are enrolled in at ACE.
Practical Nursing ☐ HVACR ☐ Other ☐ (please identify)_____

Briefly explain why you are filing this appeal, including why you believe the proposed resolution by the Program Administrator is not satisfactory.

_____

_____

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_____

_____

_____ _____
Student Signature Date

Student Appeal Form must be submitted by the student to the Program Administrator within 5 business days of receiving the proposed resolution.

Adult & Community Education, Columbus City Schools
Step 4: Student Hearing Form for Grievance
(completed by the Program Administrator)

Date: _____

Appellant Name: _____ Program Administrator Name: _____

Place a checkmark next to the program the student is enrolled in at ACE.
Practical Nursing ☐ HVACR ☐ Other ☐ (please identify)_____

Faculty/Staff in Attendance_____

Witnesses at Hearing_____

Appeal Request Statement_____

Documentation Provided_____

Summary of Hearing Discussion_____

_____

_____

_____

_____

Recommendation _____

Determination_____

_____ _____
Program Administrator (signature) Date

The Program Administrator must provide written notification of the final decision to the student and a copy of this entire packet to the ACE Student Services Coordinator within 5 business days of the hearing.

Per the Council on Occupational Education's (COE) accreditation criteria requirements for complaints and grievances, contact information for COE is provided below for any student grievance that cannot be resolved at the institutional level.

Council on Occupational Education
7840 Roswell Road, Building 300, Suite 325
Atlanta, Georgia 30350
Telephone (Local): 770-396-3898
Telephone (Toll-Free): 800-917-2081
Fax: 770-396-3790
www.council.org