

## **STUDENT COMPLAINT/GRIEVANCE PROCEDURES**

In the event that a student has a grievance against Apollo Career Center or any of its employees, including but not limited to disputes concerning participation in the academic program, disputes concerning a disciplinary decision, and/or disputes concerning termination from a program, the following procedure shall be followed:

**1. Discussion with Instructor**

A student who wishes to file a grievance must first discuss the matter of concern with his/her instructor within five (5) working days of the matter of grievance.

**2. Filing of Written Appeal to the Program Manager**

If the student does not feel that the discussion with the instructor has resolved their concerns, he/she may file a written appeal with the Program Manager, describing the cause for complaint. Such written appeal shall be filed within (5) days after the discussion with the Instructor described in Step 1. Upon receipt of the written appeal, the Program Manager shall, within five (5) days, hold an informal conference with the student to discuss the appeal. A written decision shall be rendered within ten (10) days after the conference and submitted to the student filing the appeal.

**3. Filing of Written Appeal to the Adult Director**

If the student is not satisfied with the decision of the Program Manager, a further written appeal may be filed with the Adult Director of Apollo Career Center. Such appeal must be submitted within five (5) days after receipt of the written response provided for in Step 2. Upon receipt of such appeal, the Adult Director shall hold within ten (10) days, an informal conference with the student to discuss the appeal. A written decision shall be rendered within ten (10) days after the conference and submitted to the student filing the appeal.

**4. Filing of Written Appeal to the Superintendent**

If the student is not satisfied with the decision of the Adult Director, a further written appeal may be filed with the Superintendent. Such appeal must be submitted to the Superintendent within five (5) days after receipt of the written response provided for in Step 3. Upon receipt of such appeal, the Superintendent shall hold, within ten (10) days, an informal conference with the student to discuss the appeal. A written disposition shall be rendered within ten (10) days after the conference and submitted to the student filing the appeal. The Superintendent's decision shall be final.

Students who feel their grievances that have not been addressed through this protocol at the institutional level may contact the accreditation agency:

*Council on Occupational Education*  
7840 Roswell Road  
Building 300, Suite 325  
Atlanta, GA 30350  
770-396-3898  
[www.council.org](http://www.council.org)

If, after contacting the school and accreditor, your grievance still cannot be resolved, you have the right to contact the State Approving Agency:

*Ohio Department of Higher Education*  
25 South Front Street  
Columbus Ohio 43215  
614-466-6000  
[www.ohiohighered.org](http://www.ohiohighered.org)