

## Tri-County Grievance Procedure

Definition: A grievance shall mean a complaint by a student that there has been a violation, misinterpretation, or inequitable application of any policies regarding the postsecondary programs.

### Adjustment of grievance

#### 1. Level 1 Program Faculty

- a. Students who may have a complaint are encouraged to confer with the program faculty member or members involved with the grievance within five school days following the knowledge of the act or condition which is the basis of the complaint.
- b. The student and faculty shall first confer on the grievance to arrive at a mutually satisfactory resolution.
- c. The faculty member shall communicate his/her decision to the aggrieved student in writing within five school days after receiving the complaint.

#### 2. Level 2 Director of Program

- a. If the grievance is not resolved at Level 1, the aggrieved student may appeal the grievance to the director of the program within five school days following lack of resolution of Level 1. If there is not a program level director the student may proceed to the next level.
- b. The student and director shall first confer on the grievance with a view to arriving at a mutually satisfactory resolution.
- c. The director shall communicate his/her decision in writing to the aggrieved student within five school days after receiving the complaint.

#### 3. Level 3 Director of Continuing Education

- a. If the grievance is not resolved at Level 2, the aggrieved student may appeal the decision to the director of continuing education within five school days after the decision of the director of the program (or faculty if there is no program director) has been delivered.
- b. The director of continuing education shall meet and confer with the aggrieved student with a view to arriving at a mutually satisfactory resolution.
- c. The director of continuing education shall communicate his/her decision in writing within five school days after receiving the appeal.

#### 4. Level 4 Superintendent-Director

- a. If the grievance is not resolved at Level 4, the aggrieved student may appeal to the superintendent-director within five school days after the decision of the principal has been delivered.
- b. The superintendent-director shall meet with the aggrieved student with a view to arriving at a mutually satisfactory resolution.
- c. The superintendent-director shall communicate his/her final decision within ten school days after receiving the appeal.

Students have the right to forward complaints, questions, or problems with the school that have not been resolved to their satisfaction to the Council on Occupational Education (COE) 7840 Roswell Road Building 300, Suite 325 Atlanta, GA 30350 Tel. 880-917-3898 / Fax 770-396-3790.