

Student Grievance Policy

A student may lodge a complaint either verbally or in writing to the instructor or internal staff, outlining the details of the complaint. The person receiving the complaint must:

- Remit the complaint immediately to the Director of Operations & President
- Attempt to resolve the complaint

If an oral complaint is not resolved within a reasonable time period, a complaint may be submitted in writing.

Within ten days of receiving the complaint, the school will acknowledge the student's complaint and follow-up with a verbal discussion on what actions have been taken to resolve the issue.