

Student Complaint Procedure / Grievance Procedure

Any student having a complaint (hereafter referred to as the "complainant") against any instructor, school official or student is directed to first attempt resolution of the person who is at the source of the complaint informally and directly. The school director may be invited to facilitate this process. Should this not satisfactorily resolve the complaint, the complainant should proceed with the next step. The next step is to file a written, signed and dated complaint against said instructor, school official or student. One copy is to be mailed (or delivered) to the immediate supervisor of the instructor or school official (if applicable); and the remaining copy is to be retained by the complainant. The complaint will require from the instructor or school official a written, signed and dated response to the complainant within (14) days of receipt of the original complaint, with a copy to the immediate supervisor of the instructor or the school official. Should this not satisfactorily resolve the complaint, the complainant should request and schedule a meeting between the complainant, the person the complaint is directed against (or a school designated representative) and the Director or the president of Blue Cliff Career College. The results of this meeting shall be documented in writing, signed and dated by all three individuals present, and filed in the student's file. Should this not satisfactorily resolve the complaint, the complainant may consider contacting the Alabama Board of Massage Therapy, The Alabama Board of Cosmetology, The Alabama Community College System or ACCSC as listed below and on page 7 (Program and Institutional Credentials Page) of this catalog:

*Alabama Community College System: 135 S. Union Street, Montgomery Alabama 36104.
Phone number is: (334) 293-4653*

*Alabama Board of Cosmetology: 100 N Union St, Montgomery, AL 36104
Phone number is: (334) 242-1918.*

*Alabama Board of Massage Therapy: 2777 Zelda Road, Montgomery, AL 36106
Phone number is: (334) 420-7233*

Students are required to put any and all unresolved complaints in writing and send c/ o Executive Director or President of Blue Cliff Career College, 2970 Cottage Hill Road, Suite 175, Mobile, AL 36606, via certified mail within two weeks of failing to resolve through other channels. The intent of this is to restrict students from collecting complaints over a period of time and unloading the complaints all at once without proper communication and documentation reaching the President. All slow or late complaints shall be prejudiced or considered less valid and maybe void if not submitted according to the rules in a timely manner. In situations involving complaints, students are required to answer fully any surveys, quality assurance questions, fact-finding surveys or other surveys requested by staff or faculty. Failure to fully answer honestly and completely such questions, investigations or surveys may result in the complaint being prejudiced or void. Students may be placed

Probation, Suspended or Terminated for not cooperating fully with such inquiries and surveys.

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302 Arlington, VA 22201 (703) 247-4212
www.accsc.org | complaints@accsc.org

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting complaints@accsc.org or <https://www.accsc.org/Student-Corner/Complaints.aspx>.

For students receiving VA education benefits, any complaint against the school should be routed through the VA GI Bill® Feedback System by going to the following link: <http://www.benefits.va.gov/GIBILL/Feedback.asp>. The VA will then follow up through the appropriate channels to investigate the complaint and resolve it satisfactorily.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <https://www.benefits.va.gov/gibill>.

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting Richard M. Denney, Executive Director and owner or online at www.accsc.org.

Unresolved Complaints and or concerns about the college and financial aid may also be submitted to:

*The U.S. Department of Education - Region IV, U.S. Department of Education
61 Forsyth St. SW, Suite 19T40, Atlanta, GA 30303, Telephone: 404-974-9450*

If you have been unable to solve a problem with your *federal student loan* should feel free to contact the Federal Student Aid Ombudsman Group of the U.S. Department of Education. They are dedicated to helping resolve disputes related to Direct Loans, *Federal Family Education Loan (FFEL) Program* loans, *Guaranteed Student Loans*, and Perkins Loans. The Ombudsman Group is a neutral, informal, and confidential resource to help resolve disputes about your federal student loans. To reach the

Ombudsman website, go to: <https://studentaid.ed.gov/sa/repay-loans/disputes/prepare/contact-ombudsman>.

Before contacting the Ombudsman Group, be sure to follow our recommendations to [resolve problems with your student loan](#) yourself. Website: <https://studentaid.ed.gov/sa/repay-loans/disputes>.