

COMPLAINT POLICY AND PROCEDURE

INFORMAL COMPLAINTS

USCA prefers to resolve all misunderstandings on an informal basis. When disagreements regarding school policies or procedures occur between students, between students and staff, or between staff members, the parties involved must try to resolve the problem amongst themselves. If a solution cannot be reached, or if the problem cannot be resolved then please consult the next higher authority. This means student problems can be taken to the instructor; student/staff disagreement can be taken to the school manager; staff conflicts can be taken to the school manager. The manager will bring all parties involved together to try and work out the problem.

FORMAL COMPLAINTS

If a satisfactory solution cannot be reached by informal discussion, students and/or staff members may file a written formal complaint with the appropriate director. Business Practice of financial Assistance complaints should be filed with the Director of Admissions & Financial Aid (Amy). All other problems should be filed with the Director of Operations (Jamie). The written complaint should contain specifics of the incident or problem and also a brief description of the steps already taken to resolve the problem. This should include names of persons with whom the problem has been discussed so the Director can interview these persons.

RESOLUTIONS

The Director will interview the parties involved and establish a hearing for the complaint. A record will be kept of the complaint filed, persons interviewed, and the outcome of the hearing. After viewing all aspects of the complaint, the Director will make a ruling based on the policies of the school, the regulations by which the school is bound, and the nature of the complaint. In all cases, the Director will make a decision that is fair and equitable to all concerned within the constraints listed above.

If the students or the staff has a problem with management, it can be solved only by discussing the problem with that manager.

FURTHER COMPLAINTS

If, after following the above procedures, the student or staff member feels that the school has not followed the regulations by which it is bound, that person may take the complaint to one of the following authorities and fill out their complaint form:

Illinois Department of Professional Regulations
State Postsecondary Review Entity
320 W. Washington
Springfield, IL 62786
217-785-0800

National Accrediting Commission of Career Arts & Sciences Inc. (NACCAS)
3015 Colvin Street
Alexandria, VA 22314
703-600-7600

Illinois Board of Higher Education
1 N Old Capitol Plaza, Suite 333
Springfield, Illinois 62701
217.782.2551
<http://complaints.ibhe.org>