



## Grievance Policy

Laurel strives to meet the needs of all our students and solve any concerns that are brought to our attention. Concerns regarding a particular class or instructor should first be discussed privately with that instructor. If a satisfactory solution has not been reached, then the student should discuss the situation with the Department Director or Director of Education. If further action is required, the student should speak with their Campus President or Campus Director.

- Bonnie Marsh, LBI Campus President
- Sherri Rimel, LCOT Campus President
- Christine Knouff, LIOT Campus President
- Lauren Chaney, LTI Campus Director
- Amy Braymer, DE Vice President of Education

### Grade Appeal Process

A student who has a complaint with an individual faculty member should discuss the complaint directly with the faculty member and try to resolve it at that level. See the *Grievance Policy* for any questions regarding official complaint procedures.

A student who attempts to begin the process of *Grade Appeal* at a higher administrative level will be encouraged to address the issue with the faculty member first. The Program Director/Lead Instructor shall make a good faith effort to have the student confer initially with the faculty member. If the issue is not resolved at the faculty member level, the student can appeal to the appropriate Program Director/Lead Instructor.

Under no circumstances, should a student become the subject of retaliation at any level of process when seeking resolution of a student-faculty dispute.

### PROCEDURE

**If a student refuses to confer with the faculty member, the student is to confer with the faculty member's Program Director/Lead Instructor. If such a meeting occurs, the Program Director/Lead Instructor will:**

1. If possible, inform the faculty member of the student's request and issue, if known, prior to the meeting;
2. Not engage in a substantive discussion with the student (i.e., not inquire into the actual details or circumstances surrounding the complaint), but will listen to the student's concerns;
3. Inform the student that the concerns expressed will be communicated to the faculty member;
4. After the meeting, inform the faculty member of the concerns raised by the student;
5. If the faculty member agrees to do so, arrange a meeting with the faculty member and the student in an attempt to resolve the issue.

**If an acceptable solution is not reached, the student must then document their complaint in writing and submit the written complaint to the Director of Education.**

1. The Director of Education will make a judgment about the student complaint. If the Director of Education judges against the complaint, then the student has the ability to appeal to LEVEL II.
2. If the Director of Education judges the student complaint could be valid, the faculty member will be asked to respond in writing to the complaint.
3. The Director of Education will consider the faculty member's written response and could dismiss the complaint, at which time the student could appeal to the LEVEL II.
4. Alternatively, the Director of Education could conclude that there is a basis for the complaint and would then schedule a conference with the student and the faculty member in an effort to resolve the issue.

### LEVEL II

As needed, there shall be appointed a Grade Appeals Committee to determine the existence of the substantive basis for appeal. The VP of Education will appoint committee members based on those best credentialed and unaffiliated with the situation to render objective judgment on the claims brought forth.



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To initiate Level II of the appeal, the student must file an appeal form with the VP of Education. The *Grade Appeal* form must be filed with Office of the Vice President of Education within fourteen (14) calendar days following the date in which the grade was received.

If a student believes that an improper grade has been assigned, an appeal may be filed on the following grounds:

**CAPRICIOUS EVALUATION:** Significant and unwarranted deviation from grading procedures and course outlines set at the beginning of the course (ordinarily in a written statement during the first week of the course) or grade assigned arbitrarily on the basis of a whim or impulse. The student may not claim capriciousness if they disagree with the subjective professional evaluation of the instructor.

**ERROR:** Demonstrable, objective determination that a mathematical or clerical error resulted in the entry of an incorrect grade.

In addition to the form, the student will be expected to submit written documentation of the complaint, and the faculty member will be expected to submit in writing the course grading procedure and any other pertinent information. Appeals based on capriciousness will be reviewed in light of the faculty member's announced evaluation and grading system. The committee will review the materials to deny or confirm appeal validity. This committee will inform the VP of Ed's Office of its findings. Within five (5) class days of the receipt of the committee's report, a designee will notify the student and the faculty member of the findings. If the basis for appeal is determined to be substantive, the designee will schedule a Grade Revision or Accommodation.

### General Complaints

Regarding general complaints for academics or other operational issues. Students can submit a complaint using the school's online [complaint form](#). Any concerns regarding the administration, the staff, student services, or the building facilities should be discussed with Dr. Douglas S. Decker, Executive Vice President of Operations. All possible attempts will be made by the faculty or administration to explain and/or correct any area of concern. If the student is still not satisfied, he or she may contact the Pennsylvania State Board of Private Licensed Schools, Division of Law Enforcement Education and Trade Schools, Pennsylvania Department of Education, 333 Market Street, 12th Floor, Harrisburg, PA 17126- 0333, or by phone at 1-717-783-8228. The compliant form is available [here](#). West Virginia students can contact the West Virginia Higher Education Policy Commission. Procedures for complaints are available [here](#). South Carolina students can file a written complaint with the South Carolina Commission on Higher Education at: SC Commission on Higher Education, Academic Affairs, Attn: Student Complaint, 1122 Lady Street, Suite 300, Columbia, SC 29201; or by email: [submitcomplaint@che.sc.gov](mailto:submitcomplaint@che.sc.gov). Additional information can be found [here](#).

Schools accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) 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. A student is not required to file a complaint with the school prior to filing a complaint with ACCSC. 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](http://www.accsc.org) | [complaints@accsc.org](mailto:complaints@accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting Leslea L. Eckhardt, Director of Human Resources or online [ACCSC Complaint Form](#). A student making a complaint with the school will be notified in writing of the status of the complaint.