

# Student Complaint & Grievance Policy

Effective: 06/19/2020

Students are encouraged, at all times, to communicate their concerns to members of the faculty and administration. If a situation arises in which a student has a complaint or grievance the student is to adhere to the following procedure:

1. Within 72 hours: Discuss the matter with his or her instructor, if applicable. If not resolved,
2. Within the following 72 hours: Discuss the matter with the Program Director. If not resolved,
3. Within the following 72 hours: Discuss the matter with the Academic Dean. If not resolved,
4. Within the following 72 hours: Discuss the matter with the Campus President/Director.

If a student is still unable to resolve the issue, a written grievance statement along with supporting documentation may be submitted to the Campus President/Director. The written statement should include the details of the student's issue, a summary of the conversations the student had with individuals while following the above procedure, and an explanation as to why the student believes the issue remains unresolved.

The Campus President/Director will schedule a grievance committee meeting within three business days of receipt of the written grievance. Students are required to appear before the grievance committee. The Campus President/Director will inform the student of the time and place to appear before the committee. The grievance committee has the responsibility of reaching a decision that is in balance with the best interest of both the student and the college. Students will be notified in writing within three business days of the committee's decision. Legal representation is not permitted since a grievance committee meeting is not considered a legal proceeding.

Further, students have the right to report any apparent inconsistencies with the application of the Student Complaint & Grievance Policy outlined in the school catalog. The request must be completed in writing and submitted to Concorde's Campus Support Center Student Affairs Department at: [studentaffairs@concorde.edu](mailto:studentaffairs@concorde.edu). The request must include a summary of the student's grievance and any details and supporting documentation of the student's conversation with campus staff regarding the grievance, and it must describe how the campus' management of the grievance procedure was inconsistent with the school catalog. The Student Affairs Department will research the student's report as deemed appropriate, including requesting additional information from the student as needed, and render a final decision that is binding. The student will be notified in writing of the decision.

## Additional Student Grievance Options

### Council on Occupational Education

Should the school not be able to resolve the problem, students should contact the Commission of the Council on Occupational Education (COE), 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Telephone: 770-396-3898/FAX: 770-396-3790, [www.councilorg](http://www.councilorg).

### State of Tennessee

Should the school not be able to resolve the problem, the student should contact Marcie Mills, Paralegal, [marcie.mills@tn.gov](mailto:marcie.mills@tn.gov) or 615.253.7458, State of Tennessee, Higher Education Commission; <https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization/request-for-complaint-review.html>

### State of Mississippi

Should the school not be able to resolve the problem, the student should contact the Commission on Proprietary Schools and College Registration, 3825 Ridgewood Road, Jackson, MS 39211; 601-432-6185; <https://www.mccb.edu/offices/proprietary-schools>.

A copy of the commission's Complaint Form is available at the campus and may be obtained by contacting the Campus President/Director.

A student who started in the Dental Assisting diploma program at the Memphis campus prior to February 26, 2018, may direct an unresolved complaint to:

Commission on Dental Accreditation 211 East Chicago Avenue Chicago, IL 60611 312-440-4653 [www.ada.org/coda](http://www.ada.org/coda)

A student who started in the Dental Assisting diploma program at the Memphis campus after February 26, 2018, may direct an unresolved complaint to:

Dental Board  
State of Tennessee Health Related Boards  
665 Mainstream Drive, 2nd Floor  
Nashville, TN 37243  
615-532-5073  
1-800-778-4123

If necessary, please see the Dental Assisting Program Director for the appropriate agency contact.

A student in the Dental Hygiene program may direct an unresolved complaint to:

Commission on Dental Accreditation  
211 East Chicago Avenue  
Chicago, IL 60611  
312-440-4653  
[www.ada.org/coda](http://www.ada.org/coda)

A student in the Massage Therapy program may direct an unresolved complaint to:

Massage Therapy Board  
State of Tennessee Health Related Boards  
665 Mainstream Drive, 2<sup>nd</sup> Floor  
Nashville, TN 37243  
615-253-2111  
1-800-778-4123

A student in the Neurodiagnostic Technology program may direct an unresolved complaint to:

Committee on Accreditation for Education in Neurodiagnostic Technology (CoA-NDT)  
355 Hartford Avenue West  
Uxbridge, MA 01569  
978-338-6300  
[www.coa-ndt.org](http://www.coa-ndt.org)

A student in the Nursing Practice program may direct an unresolved complaint to:

Tennessee Board of Nursing, Tennessee Department of Health, Bureau of Health Licensure and Regulation, Division of Health Related Boards  
665 Mainstream Drive  
Nashville, TN 37243  
[Tennessee.gov/health](http://Tennessee.gov/health)

A student in the Occupational Therapy Assistant program may direct an unresolved complaint to:

Accreditation Council for Occupational Therapy Education (ACOTE)  
6116 Executive Boulevard, Suite 200  
North Bethesda, MD 20852-4929  
ACOTE c/o AOTA: 301-652-AOTA  
[www.acoteonline.org](http://www.acoteonline.org)

A student in the Pharmacy Technician program may direct an unresolved complaint to:

American Society of Health-System Pharmacists (ASHP)  
4500 East-West Highway, Suite 900  
Bethesda, MD 20814  
866-279-0681

A student in the Physical Therapist Assistant program may direct an unresolved complaint to:

Commission on Accreditation in Physical Therapy Education  
1111 North Fairfax Street  
Alexandria, VA 22314  
703-706-3245  
[www.captonline.org](http://www.captonline.org)

A student in the Polysomnographic Technology program may direct an unresolved complaint to:

Committee on Accreditation for Polysomnographic Technologist Education (CoA PSG)  
1711 Frank Avenue  
New Bern, NC 28560  
252-626-3238  
[www.coapsg.org](http://www.coapsg.org)

A student in the Radiologic Technology program may direct an unresolved complaint to:

Joint Review Committee on Education in Radiologic Technology (JRCERT)  
20 North Wacker Drive, Suite 2850  
Chicago, IL 60606-3182  
312-704-5300  
[www.jrcert.org](http://www.jrcert.org)

A student in the Respiratory Therapy program may direct unresolved complaints to:

Commission on Accreditation for Respiratory Care  
264 Precision Blvd  
Telford, TN 37690 USA  
Telephone: 817-283-2835  
Fax: 817-354-8519  
[www.coarc.com](http://www.coarc.com)

A student in the Surgical Technology program may direct an unresolved complaint to:

Accreditation Review Council on Education in Surgical Technology and Surgical Assisting (ARC/STSA)  
6 West Dry Creek Circle, Suite 110  
Littleton, CO 80120  
303-694-9262  
[www.arcstsa.org](http://www.arcstsa.org)