Grievance/Complaint Procedure

Valley College strives to ensure that its students are fully satisfied with their education program. However, in order to afford full consideration to students’ complaints or concerns, this grievance procedure is set forth to create the framework for problem resolution. Should students have a concern, a discussion with the faculty member or campus staff member can resolve most issues.

All students’ grievances/complaints will be handled in the following manner:

1. The student should first attempt to resolve the issue directly with the faculty member or the campus staff member involved.
2. If the student does not feel that the issue has been resolved, the student should present a written grievance to the Director of Academic Affairs. The Director of Academic Affairs should promptly acknowledge the receipt of the complaint and may schedule a meeting in person with the student to discuss the issue. The Director of Academic Affairs will respond to the complaint in writing addressing the issue and describing any corrective action, if applicable.
3. If the issue remains unresolved, the student must present a written complaint to the Campus Director. The Campus Director should promptly acknowledge the receipt of the complaint and may schedule a meeting in person with the student to discuss the issue. The Campus Director will respond to the complaint in writing addressing the issue and describing any corrective action, if applicable.
4. If the student feels that the complaint is still unresolved, the student should submit the complaint in writing to the College’s President at the following address: 287 Aikens Center, Martinsburg WV 25404. The President will respond to the student in writing with the proposed resolution.
5. If the student continues to feel that the complaint has not been resolved by Valley College to the satisfaction of the student, the complaint may be submitted to the Accrediting Council for Independent Colleges and Schools, 750 First Street NE, Suite 980, Washington, DC 20002-4241.

WIA Sponsored Students: WIA sponsored students must comply with any grievance procedure provided to them by the WIA office

Nursing Assistant (CNA) Students Only:
Valley College is confident that students will be fully satisfied with their educational program. If a student has a concern, he or she should discuss the matter with the campus’ Nursing Assistant Program Director or Campus Director.

In accordance with the Long-Term Care Nurse Aid Training Program, any grievances/complaints that a student may have in regards to his or her training program, either in the classroom or at the clinic site, will be recorded and maintained in a Compliant File. Form CP-NA101 will be provided for a student to use to record his or her grievance/complaint in writing. The student should place the completed form in the Grievance Box. The campus’ Nursing Assistant Program Director will follow up with all grievances. She will speak with a student directly if he or she identifies himself or herself on the form.

In the unlikely event the student is unable to get satisfaction; the issue must be put in writing and sent to: President, Valley College, 287 Aikens Center, Martinsburg, WV.