



Post on Student Compliance Bulletin Board **March 25, 2019**

## Student 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' 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 (or designated staff member). The Director of Academic Affairs (or designated staff member) 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 (or designated staff member) 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 may discuss the matter with the Campus Director or Director, Online Division. If the student submits a written complaint, the student will receive an acknowledgement of receipt and the opportunity to meet with the appropriate Valley College management staff. After the school has the opportunity to respond to the complaint in writing that addresses the issue and describes any corrective action, as applicable, the student will receive a written response.
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 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**. A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting (name/position) or online at [www.accsc.org](http://www.accsc.org). Or West Virginia Students may contact West Virginia Community and Technical College Systems (WVCTCS), 1018 Kanawha Blvd, East, Suite 700, Charleston, WV 25301, (304) 558-0265. Ohio Students may contact Executive Director, State Board of Career Colleges and Schools, 30 East Broad Street, Suite 2481, Columbus, OH 43215, Phone 614-466-2752 or toll free 877-275-4219. Students taking courses online have the right to file a complaint in either their state of residence OR the state where the host campus is located using the following address <http://ncsara.org/content/state-portal-entity-contacts>. These procedures are optional.

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.

Some of the agencies that provide funding for Valley College students may have separate Grievance procedures.