

## Piberry Institute, Inc Grievance Policy

**This addendum to Catalog V10, page 39, effective July 1, 2022.**

### **Grievance Policy Procedure**

**Grievance Policy:** Any student, faculty, staff and third party has the right to file a grievance if they believe that they have a case that needs to be heard.

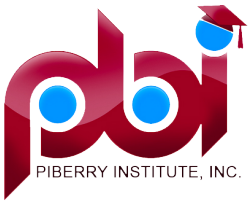
#### **Grievance Procedure:**

The faculty member, staff or third party must file a written grievance letter with the Director of Campus Operations specifying what they believe to be the basis for the grievance, listing all parties involved within 48 hours of the incident. The Director of Campus Operations will notify the Campus Compliance Officer and the attempt will be made to resolve the matter with the input from all parties.

For student complaints, the student must file a written grievance letter with the Dean of Academics specifying what they believe to be the basis for the grievance, listing all parties involved within 48 hours of the incident. The Dean of Academics will notify the Director of Campus Operations, and the attempt will be made to resolve the matter with the input from all parties.

#### **Steps to filing a grievance:**

1. Complete a Grievance form. The form must be signed and dated with a full explanation of the problem or reason for the grievance.
2. The Grievance form must be submitted to the Dean of Academics or Director of Campus Operations
3. Upon receipt of the Grievance form the Dean of Academics or Director of Campus Operations will schedule the hearing with the Campus Compliance Officer for the next available date.
4. The Director of Campus Operations will return a copy of the form with the bottom portion completed to indicate date, place, and time of the hearing to the complainant.
5. The Campus Compliance Officer maintains the records on complaints that are filed in accordance with the institution's grievance policy that ensures acceptable quality in the educational programs offered by the institution.
6. Complainant will receive a decision about their grievance within 24 hours after the hearing.
7. In the event that the grievance remains unresolved, students can contact The Commission for Independent Education; Florida Department of Education located at 325 West Gaines Street, Suite 1414, Tallahassee, Fl. 32399, Telephone: (888) 224-6684. OR the Commission on Occupational Education at 7840 Roswell Road, Building 300, Suite 325,



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Atlanta, GA. 30350 and toll free at (800) 917-2081 or locally (770) 396-3898 and [www.council.org](http://www.council.org).

8. Staff, Faculty and Third parties that believe their grievance is unresolved have the right to a hearing from the Institutional Advisory Board. The meeting will be arranged by the Director of Campus Operations with the Campus Compliance Officer and complainant in attendance. The Institutional Board will hear all parties and study evidence and shall make the final determination in the attempt to resolve the grievance.