

Grievance Procedure for the Physical Security Technology Certification Program

The Physical Security Technology Certification Program is committed to providing a supportive and fair learning environment. To ensure transparency and address concerns, we have established the following grievance procedure:

1. Step 1: Informal Resolution

- Students are encouraged to discuss their concerns or grievances directly with the party involved (e.g., instructor, staff member) to seek an informal resolution.
- If the issue remains unresolved, the student may proceed to Step 2.

2. Step 2: Formal Complaint Submission

- The student must submit a written complaint to the Program Coordinator within 10 business days of the incident.
- The complaint should include a description of the issue, relevant details, and any supporting documentation.

3. Step 3: Investigation

- The Program Coordinator will review the complaint and conduct an impartial investigation, including interviews with relevant parties.
- A written response will be provided to the student within 10 business days of receiving the complaint.

4. Step 4: Appeal

- If the student is unsatisfied with the resolution, they may submit a written appeal to the Program Director within 5 business days of receiving the decision.
- The Program Director will review the appeal and issue a final decision in writing within 10 business days.

5. Step 5: External Review

- If the grievance involves issues of discrimination, harassment, or violation of legal rights, the student may contact external agencies (e.g., Equal Employment Opportunity Commission, Department of Education).

Confidentiality and Non-Retaliation

All grievances will be handled with confidentiality to the extent possible. Retaliation against individuals who file grievances is strictly prohibited.

Contact Information

For assistance with the grievance process, students may contact the Program Office at robv@CIPGlobalVentures.com.

This procedure ensures that grievances are addressed promptly and fairly while maintaining the integrity of the program.