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## Grievance Policy

Participants who believe that they have received an incorrect decision regarding module, course, Career Counseling or Work Expletion progress or completion, should first initiate the following informal grievance process within one week of receiving the determination. Participants should meet with the Training Coordinator to discuss the dispute within ten (10) days of the incident(s). If the grievance issue is not resolved, the formal grievance process will be the next step.

### Informal Process

1. The participant should schedule an appointment with the training coordinator or program administrator and discuss the problem.
2. If this does not resolve the situation, the program director should be consulted.

### Formal Process

1. The Participant who believes they have been unfairly and/or improperly treated or have any other complaints regarding academic matters should report their issues to the Program Administrator first, who will attempt to resolve the issue or begin the formal grievance process. Participants must first follow the informal process for academic grievance.
2. Participants who feel their grievance has not been resolved through the informal process may request a formal hearing by the Sterling Solutions Board of Directors through the formal process. This must be done within 10 days after the informal process has concluded.
3. The student must file a written statement explaining the alleged grievance with the Board chair through the program. Copies of this statement will be distributed to all involved in the hearing. The student must submit all documentation he or she has regarding the claim within seven days of filing a grievance.
4. This process is intended to support a fair hearing of any participant with an unresolved grievance issue. When convened to hear a student academic grievance, the Board will consist of four members: The Board President, The Programs Chair; The Executive Program Director and the Program Administrator.
5. The Board will meet within ten (10) business days of receiving a written grievance and examine all relevant material. The Board reserves the right to contact or solicit information from any person whom it feels would be helpful to understanding or resolving the grievance. The Board's findings will be submitted to the participant, BeHOPE program staff, and other involved parties within three (3) business days by email.