



Professional Health Services, LLC

Policy Brief and Purpose

Professional Health Services encourages an environment that is conducive to openness and maintains an open door policy that fosters a supportive and pleasant learning environment for everyone.

Scope

This policy refers to everyone in the company regardless of position or status to include instructor, staff as applicable, guest lectures and students. Our grievance procedure policy explains how students can voice their complaints in a constructive manner.

We define grievance as any complaint, problem or concern of a student believed to be wronged or treated unfair. Students and/or employees can file grievances for any of the following reasons:

- Harassment
- Discrimination
- Health and Safety
- Supervisor, instructor or other student behavior
- Adverse changes in environment conditions where the instruction occurs

Process for Filing a Grievance

Professional Health Services, LLC encourages all parties involved talk to each other to resolve their problems. When this isn't possible, all parties should know how to file a grievance:

1. Communicate informally with instructor. The instructor will try to resolve the problem, if it involves other students or guest lectures. When students want to complain about the instructor, they should first try to discuss the matter and resolve it between them. In that case, they're advised to request an informal meeting. Instructor will try to resolve any grievance as quickly as possible, if able to do so.

2. If the grievance relates to the instructor's behavior that may require disciplinary action (e.g. sexual harassment or violence), employees should refer directly to the U.S. Department of Education's Office for Civil Rights (OCR).

3. Accommodate the procedure outlined below

- Ask employee/ student to write a statement outlining the nature or basis of the grievance
- Talk with the reporting party to ensure the matter is understood completely
- Organize mediation procedures (e.g. arranging a formal meeting)
- Investigate the matter
- Keep all parties informed throughout the process
- Communicate the formal decision to all parties, not to exclude dismissal from the program at the instructors discretion on finding without refund
- Keep accurate records

This procedure may vary according to the nature of a grievance.

The company is obliged to:

- Have a formal grievance procedure in place
- Communicate the procedure
- Investigate all grievances promptly
- Treat all students who file grievances equally
- Preserve confidentiality at any stage of the process
- Resolve all grievances when possible
- Respect it's no-retaliation policy when employees file grievances with the company or
- External agencies (e.g. equal employment opportunity committee)