



Grievance Procedure

Step I:

Students should deal personally and privately regarding concerns with the individual involved.

Step II:

Meet with the instructor involved privately to resolve the problem.

Step III:

Meet with the Program Administrator if concern is not resolved.

NOTE: Steps outlined in the "Grievance Policy" may also be employed if necessary.

Within the PN/RN program, the term "grievance" is defined as a dispute between a student and the PN Program regarding the interpretation, application of, or compliance with any provision of the *Richard Medical Academy* policies or procedures. The grievance process is available to all students without fear of retaliation or intimidation. All conversations, with the student, shall be held in strict confidence by those involved. The grievance decision may be appealed as outlined in Step I.

STEP I: The grieving student discusses the concern with the Instructor or Faculty member who is involved with the issue in an effort to arrive at a mutually agreeable solution. The discussion must be held within three (3) working days of the occurrence.

STEP II: If the grievance is unresolved after Step I, the student may further pursue the grievance process by submitting a completed grievance form (Appendix) to the Campus Director within six (6) working days of the original dispute.

Within five (5) working days from the submission of the completed grievance form, the student, Campus Director, and faculty member will meet for the purpose of resolving the grievance.

Following this meeting, the Campus Director's written disposition will be given to the student and the faculty member within three working days of the meeting.

The grievance will be considered resolved if an agreement is reached at this point.

STEP III: If the student is not satisfied with the Campus Director's disposition of the grievance, the student may appeal in writing to the Program Administrator and the Executive Director within three (3) working days after receipt of the disposition. The following conference will include the student, the involved faculty member, the Campus Director, the Program Administrator, and the Executive Director or Executive Director Representative.

Within five (5) working days of the conference, the Program Administrator shall submit a written disposition, which shall include reasons for the disposition.

Whether or not the grievance or complaint has been resolved to his/her satisfaction by the school, the student may direct any problem or complaint to:

The Executive Director

State Board of Career Colleges and Schools

30 Broad Street, Suite 2481, Columbus, Ohio 43215

Phone: Toll free 877-275-4219.

The time limits set forth in the above procedure may be extended by mutual agreement of the PN Program and the student. "Working days" shall not include Saturdays, Sundays, holidays, or vacation days.

