

Student Complaints

National School of Sleep Medicine will maintain and follow a published process by which students can register complaints and have their concerns and questions considered by appropriate NSSM officials. The Technical Director can advise students about the appropriate procedures to follow in resolving a general complaint or concern.

Within 5 working days, the staff member to whom the complaint or concern is brought will respond to the student making the accusation.

Resolution of Student Complaints

Students should direct concerns to the staff member who is responsible for the area of concern. Students in doubt as to the appropriate staff member should seek the advice of teacher.

Depending on the nature of the concern, students can resolve problems by following the successive levels of review as indicated below. Students not satisfied with results at one level should go on to the next level. The final level of review is indicated below.

In a situation concerning alleged discrimination where steps other than the normal level-to-level ones are required, shall be contacted by the human resources director.

Procedural Steps for Resolving Student Complaints

1. Concern with a policy, regulation, and/or procedure problems:
 - student meets with staff member
 - if not satisfied, student meets with staff member's supervisor
 - if still not satisfied, student meets with supervisor's area head
 - if still not satisfied, student meets with the President*
2. Concern about teaching faculty – other than a grade or instructional issue, which should be addressed by Program Director:
 - student meets with faculty member, if feasible
 - if not satisfied, student meets with dean or assistant dean
 - if still not satisfied, student meets with the President*
3. Concern in other non-teaching area
 - student meets with staff member, if feasible
 - if not satisfied, student meets with staff member's supervisor
 - if still not satisfied, student meets with supervisor's area head
 - if still not satisfied, student meets with the President*
4. Discrimination or Sexual Harassment
 - student files allegation with the vice president of human resources

* Final level of review