

Appeals and Complaint Procedures

If a student is dissatisfied with a decision or action made by a member of the faculty or staff, the student may appeal that decision using the procedures outlined in this policy. Appeals fall into the following categories: grade appeals, academic termination or dismissal appeals, and adverse action appeals. If a student believes appropriate due process was not provided, or if the matter does not fall into one of these categories, the student may file a grievance or complaint as outlined below.

1. Grade Appeal Procedure

A student who disputes an instructor's grading on a test, assignment, or final course grade must follow these steps:

1. The student must first attempt to resolve the issue directly with the instructor. If the instructor agrees with the request, the instructor will make the appropriate change in the gradebook or submit a grade change through the Chief of Operations. If the student accepts the instructor's decision, the appeal ends.
2. If a satisfactory resolution cannot be reached with the instructor, the student may submit a written grade appeal to the Chief of Operations. A grade appeal for an exam must be submitted within two weeks of the exam date. A grade appeal for a course grade must be submitted within 30 days of grade issuance. The Chief of Operations will investigate the matter and issue a written decision within seven days of receiving the appeal.
3. If the student still believes a satisfactory resolution has not been reached, the student may submit a further written appeal to the Executive Director within 30 days of the Chief of Operations decision. The Executive Director will issue a written decision within seven days of receiving the appeal. The Executive Director's decision is final.

2. Adverse Action Appeal Procedure

Adverse actions are disciplinary actions resulting from violations of student conduct policies or academic honesty standards. These actions may include termination, suspension, probation, or other academic penalties such as a zero on a test or assignment or an F in a course. All adverse actions take effect immediately when imposed by the appropriate instructor or administrator, but they are subject to appeal.

1. A student appealing an adverse action must submit a written statement, along with any supporting evidence, to the Executive Director disputing the basis of the adverse action. The Executive Director will investigate the facts of the case and issue a final written decision within seven days.
2. If a suspension is reversed while a course is still ongoing, CTRTA will provide reasonable assistance and time for the student to make up missed material, tests, or projects, provided such accommodation is practical in the sole judgment of CTRTA.
3. If a termination or suspension is reversed after the course has ended, the student will be allowed to retake, at no cost, any course that was interrupted by the reversed action.

3. Complaint Procedure

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Every student has the right to file a grievance or complaint regarding academy procedures, actions taken by CTRTA officials, any failure to properly follow the appeals procedures above, or perceived discrimination based on sex, religion, color, creed, national origin, disability, age, marital status, or sexual orientation.

1. Grievances and complaints may be made orally or in writing to the Executive Director, or in the Executive Director's absence, to the senior person in the office to which the matter pertains, such as the Chief of Operations or Certification Unit Leader.
2. Grievances and complaints should be filed within 15 calendar days of the occurrence. They should briefly but completely describe the nature of the issue, the facts surrounding it, and the solution sought.
3. If a grievance or complaint is first submitted to an official other than the Executive Director and the student is not satisfied with the resolution, it may be resubmitted in writing to the Executive Director. The Executive Director will attempt to issue a written decision within seven days of receipt.

Approved for CTRTA internal policy use.