

Student Grievance Policy (ACCS Compliant)

Purpose: To provide a formal, documented pathway for trainees to resolve academic or administrative disputes.

Policy Guidelines:

- **Internal Resolution:** Trainees are encouraged to resolve grievances informally with their Lead Instructor. If a resolution cannot be reached, the trainee must submit a formal Written Grievance to the Executive Director within five (5) business days of the incident.
- **Executive Review:** The Executive Director will review the grievance, conduct a formal assessment, and issue a written ruling within ten (10) business days.
- **State Escalation:** If the grievance remains unresolved at the institutional level, the trainee has the right to file a formal complaint with the Alabama Community College System (ACCS) Private School Licensure Division. Direct contact information for the ACCS is permanently maintained in the Institutional Catalog.