



## **Student Complaint/Grievance Procedure**

DFSBA outlines the process for expressing grievances or complaints regarding the administrative or educational aspects below:

Who can file a grievance or complaint?

- Any student, faculty member, staff member, or other individual associated with the school can file a grievance or complaint.

What types of issues can be addressed through this process?

- Concerns about academic matters, such as grading, curriculum, or instructor conduct.
- Complaints about administrative procedures, policies, or staff behavior.
- Allegations of discrimination or harassment.
- Any other issue related to the school's operation.

### **How to file a grievance or complaint:**

Acquire a complaint form: Obtain a complaint form by downloading it from the school's website or securing a copy from the administrative office.

1. Complete the form: Provide comprehensive details about your complaint, including the nature of the issue, the date and time of the incident(s), and the names of any witnesses.
2. Submit the form: Submit the completed form either in person to the School Director or Owner, or through email or postal mail.
3. Meeting with a school official: Within ten (10) business days of receiving your complaint, a school official will arrange a meeting with you to discuss the issue.
4. Resolution process: The school official will collaborate with you to address the issue in a timely and equitable manner. If resolution proves elusive through discussion, the matter may be forwarded to the school's complaint committee for further review.
5. Notification of outcome: You will receive written notification of the outcome of your complaint.

### **Commitment to Fair and Transparent Resolution:**

DFSBA is dedicated to resolving all grievances and complaints in a just and transparent manner. We encourage everyone to feel comfortable raising any issues they may encounter. If a student should have a concern or complaint, he/she should take the following steps:

1. Bring the problem to the attention of his/her instructor. If the problem is not resolved or the student feels the instructor is not the person to be contacted;
2. Contact the Executive Director or Director of Training to discuss the matter. If resolution is still not satisfactory;
3. If The Academy is not able to resolve the complaint, the student may consider contacting the Education Associate for Private Business & Trade Schools at the Delaware Department of Education. All complaints considered by the Associate must be in written form, with permission for a copy of the complaint to forward to the school for its response. The complainant(s) will be kept informed as to the status of the complaint as well as to the final resolution.

### **All inquiries should be addressed to:**

Delaware Department of Education  
35 Commerce Way, Ste. #1  
John Collette Education Resource Center  
Dover, DE 19901-3639  
Patricia.keeton@doe.k12.de.us  
(302) 857-3313

Delaware State Board of Cosmetology  
861 Silver Lake Blvd #203  
Dover, DE 19904  
(302) 739-4522