

## Grievance and Appeals Policy

This policy applies to all grievances and appeals which are not based on request for accommodations or academic adjustments due to a disability which are processed pursuant to the ADA and Section 501 of the Rehabilitation Act. Grievance Procedure set forth in the Accommodations Services Handbook. Occasionally, a problem may arise between a student and another party, or with some aspect of the University. Students are encouraged to verbally communicate their concerns to the appropriate person. The following are the steps the student should take to resolve concerns:

**Step 1:** Communicate with the appropriate instructor or Program Director.

**Step 2:** Communicate with the Chief Operations Officer. A “Complaint Form” can be obtained from the Chief Operations Officer or the Education Department.

**Step 3:** The Chief Operations Officer will meet with the student to discuss the issue. The Chief Operations Officer may also meet with the other party(ies) to attempt to resolve the issue.

**Step 4:** Unresolved concerns may be appealed within fourteen (14) days to the Grievance Committee in writing. The Grievance Committee may be comprised of the following people, but is not limited to, the Chief Operations Officer, instructor and/or Program Chair.

The following steps must be followed:

- a. All parties involved must complete a “Complaint Form”.
- b. All documentation must be received prior to the meeting.
- c. All persons involved with the incident/complaint will be in attendance.
- d. Testimony will be presented by the student and all other parties involved and will be recorded in the official minutes.
- e. After all testimony is presented, the student and other parties will be excused.
- f. The Grievance Committee has the responsibility for reaching a decision within fourteen (14) days that is in balance with the best interests of both the student and the University.

**Step 5:**

Other interested individuals or agencies with a concern or grievance should contact State of Maine, Department of Education. A student or any member of the public may file a complaint or appeal about this institution with the State of Maine, Department of Education, 23 State House Station, Augusta, ME 04333 (PH: 207-624-6000).

**Step 6:**

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

**Accrediting Commission of Career Schools & Colleges**  
2101 Wilson Boulevard, Suite 302  
Arlington, VA 22201 (703) 247-4212 [www.accsc.org](http://www.accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting the Chief Operations Officer or online at [www.accsc.org](http://www.accsc.org).

Other interested individuals or agencies with a concern or grievance should contact Beal University administration. This information will then be forwarded to the appropriate department for review and possible resolution.