



## **Student Complaint, 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:** If academically related, communicate with the appropriate instructor, and Program Director. Faculty member will meet with the student to discuss the issue. If complaint is non-academic related, communicate with Student Services department. The student can also fill out an “Incident Report” which can be obtained online at <https://beal.edu/incident/>. If student feels the issue remains unresolved proceed to Step 2.

**Step 2:** Communicate with the Chief Operating Officer. The Chief Operating Officer will meet with the student to discuss the issue. The Chief Operating Officer may also meet with the other party(ies) to attempt to resolve the issue. COO will communicate the University’s final decision.

**Step 3:** If student wishes to appeal decision, the student must complete an [Appeal Form](#). The form can be obtained from the Chief Operating Officer or Student Services department. The student must submit the complaint form to the Academic Advisory Committee (AAC) as required on the form.

**Step 4:** If the appeal is grade related, the student has fourteen (14) days from the end of the MOD for which the grade was earned, to submit the appeal form.

**Step 5:** The COO will communicate with the complainant the date the Academic Advisory Committee will meet.

The following steps must be followed:

- a. The complainant must complete an appeal form in its entirety.
- b. All documentation must be received with the completed form.

**Step 6:** The AAC will review the appeal and supporting documentation. If the AAC deems necessary, the complainant will be requested to attend the meeting. The AAC has the responsibility for communicating the final decision, within fourteen (14) days, to the student with consideration of the best interests of the student and University.

**Step 7:** The Registrar will communicate, in writing, to the complainant the AAC’s final decision.

Other interested individuals or agencies with a concern or grievance should contact Beal University administration with any questions or concerns.

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  
(207) 624-6000

In addition, 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). [complaints@accsc.org](mailto:complaints@accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting [complaints@accsc.org](mailto:complaints@accsc.org) or at <https://www.accsc.org/Student-Corner/Complaints.aspx>. You may also obtain by contacting the Chief Operating Officer.

Students taking courses online have the right to file a complaint in either their state of residence OR the state where the host campus is located using the following address <http://ncsara.org/>

Nursing students only: Maine State Board of Nursing 161 Capitol St. 158 State House Station Augusta, Maine, 04333-0158 Phone: (207) 287-1133. <https://www.maine.gov/boardofnursing/>.

Some of the agencies that provide funding for students may have separate Grievance procedures. Students receiving Veterans Benefits or Military Personnel Benefits may visit <https://www.benefits.va.gov/GIBILL/Feedback.asp>.