



Grievance and Appeal Policy

The successful accomplishment of the school's missions requires prompt consideration and equitable adjustment of any appeal or grievance. It is the desire of the administration and staff to address appeals or grievances informally, and the supervisors, instructors, employees, and students are expected to make every effort to resolve problems as they arise.

Students have the right to appeal any action or decision that directly affects their academic performance or records such as grades, probation, warnings, suspension of financial aid or dismissal from a program, etc. due to not making satisfactory academic progress. Grievances or appeals submitted signed by a group will not be addressed. The student should first request consideration of a decision from the person who initiated the action.

An appeal regarding a final grade should be made within fifteen business days of the last day of a class and should initially be addressed to the instructor of the class. If a student is not satisfied with the result, the student may file an appeal following the steps listed below.

Appeals may be granted based on error or unanticipated mitigating circumstances, which may include but are not limited to: Loss of transportation, civic duties, conflicting personal responsibilities, illness, death of a close relative, etc. that may affect a student's attendance or classroom performance. The grievance and appeal policy outlined below does not apply to actions taken in response to a positive drug screen. Please refer to the substance abuse policy on page 21 of the Student Handbook.

When an appeal is requested, suspension of financial aid or dismissal from a program is delayed until the appeal has been decided. Students who have appealed are expected to continue in their program until the appeal is decided. When an appeal is not granted, the date of suspension of financial aid or dismissal from a program will be the date of the original action. Should the student withdraw immediately following the denial of an appeal, the student will not be charged or any attendance following the date the student was originally suspended from financial aid or dismissed from a program.

Step One

Student with a complaint relating to a particular class or instructor should discuss it first with the instructor. If the complaint is not resolved satisfactorily, within three business days following the documented meeting with the instructor, the student should present their complaint as outlined in Step Two.

Step Two

A student may present their grievance to the program director. All grievances will be submitted in writing on the Grievance Form. If a satisfactory solution is not achieved, within another three business days from the receipt of the program director's decision, the student may proceed with Step Three.

Step Three

A student may then present the grievance to the Executive Director of Academic Operations. All grievances will be submitted in writing on the Grievance Form. If a satisfactory solution is not achieved, within three business days from the receipt of the Executive Director of Academic Operation's decision, the student may proceed with Step Four.

Step Four

A student may then present the grievance to the Appeals Committee. The student has three business days to present the grievance in writing on the Grievance Form to the Appeals Committee after the Executive Director of Academic Operations has made a decision. The decision of the Appeals Committee is final.



Complaints against the school may be registered with the following regulatory bodies:

Accrediting Bureau of Health Education Schools (ABHES)
6116 Executive Blvd., Suite 730
North Bethesda, MD 20852
(301) 291 – 7550

Missouri Department of Higher Education
205 Jefferson Street
PO BOX 1469
Jefferson City, MO 65102-1469
(800) 473 – 6757