

Student Grievance Policy

Step One:

Discuss the issue with the instructor and/or the Instructional Supervisor. Every attempt should be made by the instructor and/or the Instructional Supervisor and the student to resolve the matter at this level. Complaints and/or concerns that did not get resolved at this step may proceed to Step Two. If the student is dissatisfied with the response or the solutions after completing Step One, the student may elevate this to Step Two

Step Two:

Schedule a meeting with an Academic or Financial Aid Counselor. An appointment with the Academic Counselor or Financial Aid counselor will be provided to the student with ten (10) days of receiving the concern.

After discussing the matter at this step, the Academic or Financial Aid Counselor will have five days in which to provide the student with a decision. During the five (5) days the Counselor will investigate the matter and gather pertinent information. If the student is dissatisfied with the response or the solution after completing Step Two, the student may elevate this to Step Three.

Step Three:

If the student is dissatisfied with the response or the solution after completing Step Two, the student may elevate the process by addressing the complaint or concern in writing to either Principal at Tri-Community Adult Education.

The complaint or the concern must:

- Be in writing using the Student Grievance Procedure form (available in Counseling Office)
- Describe the nature of the complaint or concern and alleged violation(s)
- Describe the steps the student has taken in attempting to resolve the matter.

After the written complaint or concern has been submitted to the Principal, he/she has five (5) days to review the matter and provide the student with a decision.

Step Four:

Questions or concerns that are not satisfactorily resolved by Tri-Community Adult Education staff may be brought to the attention of the local governing board. To submit a complaint, contact Bridget Swaim, Covina Valley Unified School District, 519 E Badillo St, Covina, CA 91723, telephone (626) 974-7000, or email bswaim@cv-vusd.org

Students' complaints alleging discrimination or a violation of a federal or state law that are not satisfactorily resolved by Tri-Community Adult Education staff or the local governing board may be brought to the attention of California Department of Education. The complaint must be submitted in writing. For assistance please contact Bridget Swaim (626) 974-7000.

If the student feels the school has not adequately address the complaint or the concern, the student might consider contacting:

Western Association of Schools and Colleges

www.acswasc.org

43517 Ridge Park Drive, Suite 1, Temecula, CA 92590

(951) 693-2250

Fax: (951) 639-2251

Council on Occupational Education

www.council.org

7840 Roswell Rd, Bldg.300, Suite 325, Atlanta, 30350

(800) 917-2081

Fax: (770) 396-3790