

Grievance Policy

Students are encouraged to report all concerns, questions, complaints and problems in writing using the complaint form, it has always been a policy of this school to have an open door for students' concern, following the 'chain of command' in a step wise procedure to:

- A. Their teacher (First step)
- B. Administrative Coordinator of Admissions (Second step)
- C. The Educational Director of the Healthcare Training Institute (Third step)
- D. The Administration Director of the Healthcare Training Institute (Fourth step)

We at the Healthcare Training Institute sincerely believe in providing channels of clear communication and attempts to promptly resolve issues needing clarification or immediate attention. It is preferable to present serious matters in writing. Students will find a caring team of representatives at Healthcare Training Institute who will give immediate attention to the issues and all parties will be an active part of the solution. For sexual harassment complaint's procedure see page # 19 of the school catalog.

The School Director will notify the student in writing of the appointment date in which the concerns or complaint will be addressed. Every effort will be made to bring an amicable closure to the concern. Should it be necessary, a panel of instructors will hear the concerns and will be asked to assist in bringing resolution to concerns and complaint? The student will be notified in writing of the outcome of all meetings. The decision of the Director and/or panel is final.

E. If student is not satisfied with the decision of the Director of the school, student may seek assistance through the New Jersey Department of Education. Only complaints related teacher credentials and curriculum will be accepted by the Department of Education (Fifth Step)

New Jersey Department of Labor and Workforce Development
Center for Occupational Employment Information Unit
P.O. Box 057 Trenton, New Jersey 08625-0057

F. Accrediting Commission of Career Schools and Colleges (Last step)

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 considered by the Commission must be in writing form, with the permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The Commission will keep the complainant(s) informed as to the status of the complaint as well as the final resolution. Please direct all inquiries to:

Accrediting Commission of Career Schools and Colleges
2101 Wilson Boulevard; Suite 302
Arlington, VA 22201
(703) 247-4212

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting Ms. Joy Crowley, Office Manager, at the school.