

## GRIEVANCE POLICY

Any student, instructor, employee or interested party may file a complaint against the College. The complaint must be in writing to the Administrator and should outline the allegation or nature of the complaint.

The Administrator or Education Director will meet with the complainant within ten days of receipt of written complaint will be referred to the Advisory Board. If resolution cannot be achieved with discussion, the complaint will be referred to the Advisory Board. All meetings will be documented as a copy will be given to the complainant.

The Advisory Board will meet within 21 days of receiving of the complaint to review any allegations. Any additional information required will be in written form and supplied to the Board. After review the Board will act on the allegation, and a letter will be sent to the complainant within 15 days outlining steps taken or stating the allegations were not warranted or based on fact.

The complainant has the right to contact the following accreditation commission when all internal grievance procedures have been exhausted.

National Accreditation of Career Art and Sciences  
3015 Colvin Street  
Alexandria, VA 22314  
703-600-7600

State of Michigan, Department of Commerce  
Dept.of Labor& Econ growth  
Bureau of commercial services  
Licensing division  
Board of Cosmetology  
P.O box 30244  
Lansing, MI 48909