



BROOKLINE COLLEGE

Resolution of Student Concerns

A complaint is a claim by a student that there has been a violation, a misinterpretation or an inequitable application of an existing policy, rule or regulation of the College. An appeal and/or a formal grievance are two ways sponsored by the School to request a formal change to an official decision of the Institution. Whenever possible the submission of an appeal or grievance will be dealt with confidentially. In addition, all investigations will be undertaken impartially with no reprisals of any kind being undertaken by any member of the School for the submission of an appeal or grievance. Appeal and/or grievance proceedings will be treated in accord with the College's FERPA policy.

The steps involved with resolving a student concern are: An informal appeal, a formal appeal, and formal grievance. It is a requirement of the College that a student exhaust the appeal process in its entirety prior to submitting a grievance in order to allow for an appropriate resolution to be reached. Further, if an appeal or grievance is not submitted within ten (10) business days the initial decision of the school will stand.

Step 1 and 2: Informal Appeal Process

For academic or academic-related issues:

Step 1: It is most advantageous and therefore required that a student initially engage in free and open communication directly with an instructor.

Step 2: In the event that the issue is not resolved to a student's satisfaction at Step 1, they must discuss their concerns with the Program Director or Academic Dean of their program.

For Non-academic Issues:

Step 1: The student is required to discuss freely and openly the issue with the staff member.

Step 2: In the event that the issue is not resolved to a student's satisfaction at Step 1, a student must discuss their concern with the immediate supervisor of the individual in Step 1.

Regardless of the area of concern, if, following the informal appeal process, the student's concern is not addressed completely, they are to follow the process for submitting a formal appeal outlined in Step 3.

Step 3: Formal Appeal Process

The student must complete an appeal form which can be obtained from the Registrar and submit it along with a letter to the Director of Education within seven (7) calendar days from when the situation the student wishes to appeal has occurred. The letter must describe, in detail, the circumstances which the student feels deserve consideration. An appeal decision will be made by an appropriately determined committee. The Director of Education will chair the School's Appeal Committee. At a minimum, the committee will have representation from the following areas of the School: Financial Aid, Student Services, and the Department/Program involved. The committee will review the student's letter and any other documentation provided and take into consideration the student's mitigating or special circumstances. The student may appear at the appeal meeting. A written response will be given to the student within 10 calendar days from date of receipt of their appeal letter. While a student's appeal is being considered, there will be no change in the status under the appeal. Students whose appeals are granted must abide by any terms and conditions set out in the Committee's letter granting the appeal. Where applicable, the student appeal process must be completed before initiating the student grievance procedure.

Step 4: Formal Grievance Procedure

Students may wish to formally file a complaint with the College. In instances where all other attempts at resolution have failed, a student's concerns can be resolved through the use of the Grievance Procedure:

Step 4: Formal Grievance Procedure (continued)

1. Within five (5) business days of the alleged action(s), the student must present in writing, all facts of the grievance to the Senior Vice President, Academic Affairs at:

E-mail address: Professionaethics@brooklinecollege.edu

Mailing address: Brookline College

Attn: Senior Vice President, Academic Affairs

2141 East Highland Avenue, Suite # 200

Phoenix, AZ 85016-4738

2. The Senior Vice President, Academic Affairs is responsible for addressing the grievance within ten (10) business days of the receipt of the written complaint. A grievance committee, if formed, will be comprised of the appropriate number of individuals from the appropriate areas to ensure a fair and unbiased evaluation.
3. After a decision has been rendered by the Senior Vice President, Academic Affairs, the student may request that the COO review the process and outcomes of the grievance.
4. After a decision has been rendered by the COO, the student may request that the CEO review the process and outcomes of the grievance.
5. If the student is not satisfied after exhausting the above procedures, the student may contact one of the following:

Arizona State Board for
Private Postsecondary Education
1400 W. Washington St., Rm. 260
Phoenix, AZ 85007
(602) 542-5709
<http://azppse.state.az.us>

New Mexico Higher
Education Department
2048 Galisteo St.
Santa Fe, NM 87505
(505) 476-6500
<http://hed.state.nm.us>

ACICS
750 First Street NE,
Ste. 980
Washington, DC 20002
(202) 336-6780
<http://www.acics.org>

Any questions regarding this grievance procedure should be directed to the the campus the student attends.