



Complaint/Grievance Policy

Policy Title:	Exhibit 9.A.4a - Complaint/Grievance Policy
Cross Reference:	2027 ASER Standard 9.A.4
Responsibility:	The entire administrative team is responsible for the review of this policy, annually.
Effective Date:	January 1, 2022
Last Update:	September 23, 2026
Last Review:	September 23, 2026

AC/C TECH is committed to an open and collaborative approach towards addressing student concerns and endeavors to resolve all complaints. Complaints are addressed according to the following process:

STEP 1 - PROCEDURE: INFORMAL RESOLUTION STAGE

Students are encouraged to attempt resolution of their complaint. Informal resolution procedures shall be initiated as soon as possible or within ten (10) working days of the incident.

- Students shall first communicate directly with the individual(s) involved.
- In their discussion, students shall outline the nature of the complaint including a brief description of what occurred, when and where it took place, and who was involved.
- Respondent shall consider students' concerns and outline their understanding of the situation.
- Both parties are encouraged and expected to clarify their perspectives, and continue this dialogue to reach a successful resolution.

If students are having difficulty achieving resolution, they are encouraged to contact the Director of Student Services. The role of the Director of Student Services is to clarify the steps in the process, explore options to assist students in their efforts to resolve the concerns, and, where appropriate, suggest sources of support.

If the complaint involves a student and an instructor and they are unable to resolve the issue themselves, either party can request online mediation or face-to-face mediation through the Director of Education. When this occurs, the President shall be notified by the Director of Education that mediation is being undertaken. Upon request for mediation, the Director of Education shall schedule a mediation meeting within ten (10) working days.

If mediation satisfactorily resolves the complaint, the Director of Education shall provide a brief written summary of the resolution to each party involved within ten (10) working days from the date of mediation.

If the students' complaint is with the Director of Student Services, the student shall contact the President.

STEP 2 - PROCEDURE: FORMAL RESOLUTION STAGE

If mediation does not satisfactorily resolve the complaint, students may pursue formal resolution.

1. The student shall provide a written submission to the President within five (5) working days of the mediation meeting. This submission will include a summary of the information discussed during the Informal Resolution Stage.
2. The President will establish a Student Complaint Resolution Committee to hear the complaint within five (5) working days of receipt of the students' written notification. This committee will consist of one (1) student, one (1) graduate, one (1) Advisory Committee Member, one (1) Faculty Member, and one (1) Administrator. The President will name an individual to chair the meeting.
3. The Student Complaint Resolution Committee will conduct a hearing and will interview and do research as necessary to fully explore the complaint. The committee will also make a recommendation for resolution.
4. The Chair of the Student Complaint Resolution Committee will advise the President within two (2) working days of their recommendation. The President will review the recommendation and make a final ruling.

Student Complaint Resolution Committee Procedure

1. The Student Complaint Resolution Hearing shall proceed as follows:
 - a. An initial briefing and review of the complaint will be summarized by the Committee Chairperson.
 - b. Allow presentation of the complaint by the student.
 - c. Allow presentation of the response by the respondent.
 - d. Listen to witnesses, if necessary.
 - e. The Committee may direct the parties to provide additional support or witnesses related to the complaint. Note: The Committee shall only consider evidence relevant to the complaint.
 - f. In a private setting, the Committee Members shall discuss their findings and make a recommendation towards formal resolution.
2. The hearing shall be conducted in a fair and impartial manner, each complaint shall be considered independently and decided on its merits, and all information reviewed and discussed shall remain confidential.
3. Each student may bring one support person to the hearing. The support person shall not participate in the proceedings unless called by the Chair to do so.
4. Participation of witnesses shall be limited to providing evidence and responding to questions from the Committee. Witnesses may be present only when providing evidence or responding to questions from the Committee.
5. The Director of Student Services will be responsible for maintaining an official record of the proceedings, all reference documents, a copy of the Committee's recommendation(s), and the Presidents' final ruling.
6. Students' documentation shall be returned to the student. Committee members' documentation shall be retained by the institution.

State of Indiana - Resolution Options

If a student feels that AC/C TECH has not adequately addressed a complaint or concern, the student may consider contacting the Indiana Commission for Higher Education using the ICHE's Student Complaint form or the Indiana Civil Rights Commission by calling 800-628-2909.

ACCET - Resolution Options

Also, the student may consider contacting the Accrediting Council for Continuing Education & Training, 1722 N St NW, Washington DC, 20036 | Phone: 202-955-1113 | Email: info@accet.org. If desired, reference ACCET Document 49.1 - Notice to Students: ACCET Complaint Procedure.



ACCET Document 49.1 - Notice to Students: ACCET Complaint Procedure

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that quality educational training programs are provided. When issues or problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET-accredited institutions and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure, which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints that involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

If a student has used the institution's formal student complaint procedure, and the issue has not been resolved, the student has the right and is encouraged to submit a complaint to ACCET in writing via the online form on the ACCET website (<https://accet.org/about-us/contact-us>). The online form will require the following information:

1. Name and location of the ACCET institution
2. A detailed description of the alleged problem(s)
3. The approximate date(s) that the problem(s) occurred
4. The names and titles/positions of all persons involved in the problem(s), including faculty, staff, and/or other students
5. What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET
6. The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved
7. The status of the complainant with the institution (e.g., current student, former student)

Please include copies of any relevant supporting documentation (e.g., student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

Note: Complainants will receive an acknowledgment of receipt within 15 business days.

Online Complaint Submission Form



This Institution is accredited by ACCET
Accrediting Council for Continuing Education & Training
1722 N St NW
Washington DC, 20036
Phone: 202-955-1113 | Email: info@acct.org

www.acctech.us