



College of Court Reporting

Complaint-Grievance Policy

455 West Lincolnway
Valparaiso, Indiana 46385
866-294-3974 – 219-531-1459
www.ccr.edu

Complaint-Grievance Policy

Link: <http://www.ccr.edu/Catalog/Catalog.pdf> (pp. 30-34)

GRIEVANCE POLICY

In recognition of the fact that people are fallible, this policy is announced for resolving any grievance a student might have while attending the College of Court Reporting. If a student is having a problem in a class, disagrees with the teacher for some reason or another, or is upset over something, there are a number of professionally accepted ways to deal with the situation.

By definition, a grievance is a circumstance or condition thought to be unjust and the basis for complaint or resentment. This complain/grievance policy is to establish a method of processing complaints involving the criteria or policies and procedures of CCR, NCRA or NRVA, Indiana Board of Proprietary Education, or DEAC.

The College of Court Reporting will not knowingly tolerate the unjust treatment of any student. With this in mind, any student having a grievance should promptly bring the matter to a faculty member, if appropriate, so the grievance might be resolved. If the student feels that it is inappropriate to take the matter to a faculty member or if the faculty member does not resolve the matter to the student's satisfaction, the student should take the grievance to the president or Executive Director if appropriate. See the student catalog for forms and procedures in filing a grievance.

Distance education students residing in other states may contact the Indiana Commission for Higher Education concerning complaints after having completed the institution's student complaint process.

The Indiana Commission for Higher Education – Student Complaints

The Commission for Higher Education is responsible for responding to formal complaints against public, independent non-profit and proprietary institutions of higher education in Indiana. While the Commission has limited authority over colleges and universities, and cannot offer legal advice or initiate civil court cases, Commission staff will review submitted complaints and work with student complainants and institutions.

- **Discrimination:** *If a student believes that an institution has acted in a discriminatory manner, he/she may wish to contact the Indiana Civil Rights Commission (ICRC) using the [ICRC's complaint form](#) or call them at (800) 628-2909.*
- **Financial Aid:** *If a student has been denied state of Indiana financial aid, they may file an [appeal](#) or direct any questions to the Student Support Center by calling 1 (888) 528-4719.*
- **Law Violations:** *If a student believes that a college or university has violated state or federal law, he/she may wish to contact the [Office of the Indiana Attorney General](#) at (317) 232-6201 or by using this [comment form](#).*

After filing a complaint with the Attorney General's Office or ICRC without resolution, the student may still hire an attorney and adjudicate the complaint through the court system.

OTHER COMPLAINTS

Within two years of the incident about which the student is complaining, he/she must contact the Commission for Higher Education using our [complaint form](#)

Please note that the Commission cannot, by law, review complaints related to course grades, academic sanctions or discipline/conduct matters. In other areas, such as transferring credits between public institutions, the Commission has greater statutory authority.

Please follow the steps outlined below to submit a complaint:

STEP 1

If a student has concerns related to classroom situations or administrative actions, he/she should contact the faculty or staff member(s) with whom he/she has a conflict. It may be possible to resolve the concerns without the need for formal institutional action. However, if the student's complaint is not resolved satisfactorily, or if the complaint cannot be resolved by contacting the faculty or staff member(s), the student should proceed to STEP 2.

STEP 2

The student should file a complaint through his/her institution of higher education's established complaint process. Information on the process can usually be found in the institution's academic catalog, student handbook or website. If the student is unable to resolve the complaint in this manner, he/she should proceed to STEP 3.

STEP 3

After receiving a complaint through our complaint form, Commission staff will review the submitted materials and contact the submitter for any required additional information or clarifications. The Commission will then send a copy of the complaint to the institution against which the complaint has been filed and ask for a response within three weeks. After receiving the college or university's response, Commission staff will determine whether the institution's student complaint process has been followed and exhausted and what additional steps or follow-up may be taken. The Commission will inform both parties involved in the complaint.

If you have additional questions about the complaint process, or want to clarify that your individual complaint is reviewable by the Commission, please feel free to contact complaints@che.in.gov.
(<https://www.in.gov/che/2744.htm>)

Distance Education Accrediting Commission

Note that DEAC will process complaints which involve DEAC standards and policies and, therefore, are within the scope of the accrediting agency.

In the event that a student has exercised the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right and is encouraged to take the following steps:

(<https://www.deac.org/Student-Center/Complaint-Process.aspx>)

DEAC's goal is to permit a fair and timely investigation of complaints against DEAC-accredited institutions or active DEAC applicants concerning non-compliance with DEAC standards and policies. DEAC's accreditation standards and policies can be found in the [DEAC Accreditation Handbook](#).

Complaints concerning DEAC Evaluators, the Commissioners, or Staff should be sent in writing to:

Executive Director
DEAC
1101 17th Street NW, Suite 808
Washington, DC 20036
ATTN: COMPLAINTS

The Distance Education Accrediting Commission expects complainants and institutions to demonstrate genuine effort in resolving disputes directly using the institution's internal grievance procedures. Where issues or educational services, student services, or tuition are concerned, a student complainant must have exhausted all efforts to resolve his/her complaint with the institution before filing a complaint with DEAC. The complainant must demonstrate that he/she has taken the appropriate procedures to resolve the complaint with the institution (which may include claim numbers, grievance files and emails) prior to filing a claim with DEAC.

Where issues of educational quality or compliance with DEAC standards or policies are not central to the complaint, DEAC will refer the complainant to the appropriate federal or state agency or private entity with jurisdiction over the subject matter of the complaint.

DEAC will not intervene on behalf of individuals in cases of a personnel action, nor will it review an institution's internal administrative decisions in such matters as admissions decisions, academic honesty, assignment of grades and similar matters unless the context of an allegation suggests a violation of DEAC standards or policies or if the context of an allegation suggests that unethical or unprofessional conduct or action may have occurred that might call into question the institution's compliance with a DEAC standard or policy.

Further, DEAC will not intervene on behalf of individuals in cases where the situation giving rise to the complaint had occurred so long ago that investigating and ascertaining the facts might prove to be problematic. The Executive Director will exercise professional judgment in determining which cases meet these criteria.

Any complaints not submitted using the Online Complaint Form must be in writing. Written complaints must be legible and include a release from the complainant authorizing the Commission to forward a copy of the complaint - including identification of the complainant - to the institution before it will be processed.

All complaints must include the complainant's name and contact information. Where circumstances warrant, the complainant may remain anonymous to the institution, however all identifying information must be given to DEAC.

In cases where written anonymous complaints are received, DEAC will consider how to proceed and whether the anonymous complaint sets forth reasonable and credible information that an institution may be in violation of the Commission's standards.

DEAC COMPLAINT PROCEDURE

- 1. After receipt of the complaint, DEAC staff will send a letter or e-mail to the complainant acknowledging receipt of the complaint.*
- 2. DEAC staff will conduct an initial review of the complaint to determine whether the complaint sets forth information or allegations that reasonably suggest that an institution may not be in compliance with DEAC's standards, policies, and procedures. If additional information or clarification is required, the Executive Director (acting on behalf of the Commission) will send a request to the complainant. If the requested information is not received within 15 days, the complaint may be considered abandoned and may not be investigated by DEAC.*

3. *If the Executive Director determines after the initial review of the complaint that the information or allegations do not reasonably demonstrate that an institution is out of compliance with DEAC standards, policies, or procedures, the complaint may be considered closed and not investigated by DEAC.*
4. *If the Executive Director determines after the initial review of the complaint that the information or allegations reasonably suggest that an institution may not be in compliance with DEAC standards, policies and procedures, the Executive Director will notify the institution that a complaint has been filed. The notice will summarize the allegations, identify the DEAC standards, policies, or procedures that were allegedly violated, and provide a copy of the original complaint to the institution. The institution will be given 30 days to provide a response, except for:*
 1. *In cases of advertising violations, Commission staff forwards a copy of the advertisement to the institution, citing the standard that may have been violated. The institution is required a response within 15 days.*
 2. *If a news article or media broadcast carries a negative report on a DEAC accredited institution, the institution is required to respond to the statement(s) within 15 days.*
 3. *In cases when the complaints are from students concerning administrative services, student services, educational services, or tuition, the institution will be required to respond directly to the student within 15 days to address his/her concerns.*
5. *The Executive Director will review the complaint and the institution's response for compliance with the accrediting standards, policies, and procedures.*
6. *If the Executive Director concludes that the allegations do not establish there has been a violation of standards, policies, or procedure, he/she will consider the complaint closed, and no further action is required.*
7. *If the Executive Director concludes that the allegations may establish a violation of DEAC standards, policies and/or procedures, he/she may take several actions. See the [DEAC Accreditation Handbook](#) for more information.*

Any student who feels a grievance is not sufficiently resolved may contact the following agencies and associations:

- The Indiana Board for Proprietary Education (IN BPE), 101 West Ohio Street, Suite 670, Indianapolis, Indiana 46204, (317) 464-4400;
- Distance Education Accrediting Commission (DEAC), 1101 17th Street NW, Suite 808, Washington, D.C. 20036, 202.234.5100;
- National Verbatim Writers Association (NVRA), 629 North Main Street Hattiesburg, MS 39401, (601) 582-4345; or
- National Court Reporters Association (NCRA), 12030 Sunrise Valley Drive, Suite 400, Reston, Virginia 20191, (800) 272-NCRA. NCRA Complaint Forms:

<http://ncra.files.cms-plus.com/ContinuingEd/Complaint%20Procedures%26Form.pdf>

<http://www.ncra.org/files/MC,S/E66ECC8D-705C-4C37-9551-6BF28D719B32.pdf>