

STUDENT COMPLAINT GUIDELINES

Policy:

It is the school's responsibility to provide adequate avenues of communication for the student to resolve a problem. The student complaint process for the practical nursing student is similar to the process in place for all CCCTC students and employees.

1. Students who are having difficulty in any aspect of the nursing program are asked to please follow the grievance chain in their attempt to resolve the problem:
 - a) First, go to the instructor with whom you are having difficulty and discuss it with her/him. If your problem is with another student, discuss the concern directly with that student before involving the instructor. Most complaints can be resolved with meaningful dialogue.
 - b) Second, go to the coordinator if you still feel that the problem is not being solved to your satisfaction. Submit your complaint in writing and the coordinator will arrange for a meeting within five (5) days to discuss the problem. If the problem is with the coordinator, the vocational director will serve as the coordinator's designee.
 - c) Third, go to the vocational director if you still feel that the problem is not being solved to your satisfaction. A meeting will be scheduled within five (5) school days with the vocational director to review the concerns. A written response from the vocational director will be received by the student within five days of the meeting.
 - d) Fourth, if you are still not satisfied, the Chairperson of the Joint Operating Committee will become involved. The student may appeal the decision of the vocational director within five (5) days of his response by submitting a written complaint to the Superintendent acting as the chairperson of the JOC. If the complaint is presented within at least six (6) working days prior to their next scheduled meeting, the complaint shall be heard at that meeting. Otherwise, the complaint will be heard at the following regular meeting. The student and his/her advocate shall have the right to attend. The JOC shall answer the complaint in writing within seven (7) working days following the hearing. The Chairperson's decision shall be final and binding upon all parties, subject to School Board and/or judicial review.

2. If a student feels the issue cannot be resolved by the school, he/she may contact the State Education Complaint system through the following website: <http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/College-and-Universities.aspx>