



Post on Student Compliance Bulletin Board **November 10, 2022**

**Student Complaint Procedure**

Valley College strives to ensure that its students are fully satisfied with their education program. However, in order to afford full consideration to students’ complaints or concerns, this grievance procedure is set forth to create the framework for problem resolution. Should students have a concern, a discussion with the faculty member or campus staff member can resolve most issues.

All students’ complaints will be handled in the following manner:

1. The student should first attempt to resolve the issue directly with the faculty member, the campus staff member involved, or the Director of Academic Affairs (or designee)
2. If the issue remains unresolved, the student may discuss the matter with the Campus Director or Director, Online Division, (referred to as Director) If the student submits a written appeal to the director, the student will receive an acknowledgement of receipt. After the Director, has the opportunity to review/investigate the appeal, he or she will r e s p o n d to the complaint in writing that addresses the issue and describes any corrective action, as applicable, the student will receive a written response.
3. If the student feels that the complaint is still unresolved, the student should submit the complaint in writing to the College’s Vice President of Academic Operations at the following address: 287 Aikens Center, Martinsburg WV 25404. Valley College will respond to the student in writing with the proposed resolution.
4. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to: **Accrediting Commission of Career Schools & Colleges, 2101 Wilson Boulevard, Suite 302, Arlington, VA 22201 (703) 247-4212 or [complaints@accsc.org](mailto:complaints@accsc.org)**. A copy of the ACCSC Complaint Form is available at the school or online at [www.accsc.org](http://www.accsc.org). The form can be submitted to this email address: at [complaints@accsc.org](mailto:complaints@accsc.org).

Please contact the following designated person at the school to obtain the ACCSC Complaint Form:

|                                   |   |   |
|-----------------------------------|---|---|
| Beckley Campus                    | Cleveland Campus and Fairlawn Satellite             | Martinsburg Campus Ground and Online Programs |
| Jamie Holliday<br>Campus Director | Lynn Mizanin<br>Vice President / Co-Campus Director | Marianela Alberto<br>Campus Director          |

West Virginia Students may contact West Virginia Community and Technical College Systems (WVCTCS), 1018 Kanawha Blvd, East, Suite 700, Charleston, WV 25301, (304) 558-0265.

Ohio Students may contact Executive Director, State Board of Career Colleges and Schools, 30 East Broad Street, Suite 2481, Columbus, OH 43215, Phone 614-466-2752 or toll free 877-275-4219.

Students taking courses online have the right to file a complaint in either their state of residence OR the state where the host campus is located using the following address <http://ncsara.org/content/state-portal-entity-contacts>. These procedures are optional.

Practical Nursing Students Only: The student may contact the Ohio Board of Nursing, 17 South High Street, Suite 660, Columbus OH 43215 ATTN: Complaints. Phone Number: (614) 466-3947. Web site: <https://nursing.ohio.gov/>.

Nursing Students Only: West Virginia Student may also contact the West Virginia Board of Nursing, 5001 MacCorkle Avenue, SW, South Charleston, WV 25309, (304) 744-0900.

Commercial Driver License (CDL) Class A - Ohio Residents: The student may contact OOPS Driver Training Program Office, 1970 West Broad Street, Columbus, Ohio 43223

Some of the agencies that provide funding for Valley College students may have separate Grievance procedures. Students receiving Veterans Benefits or Military Personnel Benefits may visit <https://www.benefits.va.gov/GIBILL/Feedback.asp>.