



Post on Student Compliance Bulletin Board **June 16, 2023**

Student Complaint Procedure

Valley College strives to ensure that its students are fully satisfied with their education program. To afford full consideration to students' complaints or concerns, Valley College has established both an informal and formal grievance procedure as the framework for problem resolution. These procedures are not the same process as the Title IX or Violence Against Women Act's policies. It is Valley College's policy that no retaliatory action will be tolerated against students who files a complaint.

Informal:

1. The student should first attempt to clarify/explain the issue and resolve the situation with the faculty or campus staff member involved. It may be necessary for the student to set up an appointment with the faculty or staff member.

2. Beckley and Martinsburg (Medical Clinical Assistant or Nursing Associate Degree)

If the issue remains unresolved, the student should then:

- a. For Academic Concerns: discuss the issue with the program department head.
- b. If the issue is not resolved, discuss the issue with the Campus Director.
- c. For Other Concerns: discuss the issue with the Campus Director.

Cleveland (Medical Clinical Assistant, Veterinary Assistant, Veterinary Technician, Practical Nursing), and Fairlawn (Practical Nursing (Students who attend MCA labs at Fairlawn are considered Cleveland students))

- a. For Academic Concerns: discuss the issue with the program department head.
- b. If the issue is not resolved, discuss the issue with the Regional Director of Academic Affairs
- c. For Other Concerns: discuss the issue with the Campus Director or Assistant Campus Director.

3. 100% online programs:

- a. For Academic Concerns: contact the program department head to discuss the issue.
- b. If the issue is not resolved, contact the Online Director of Academic Affairs to discuss the issue.
- c. For Other Concern: contact the Director, Online Division.

4. If the issue remains unresolved, the student may contact the Vice President – Compliance at 304-252-9547.

Formal:

Continued dissatisfaction following informal attempts to resolve complaints would require that the matter be referred to the next stage of the process described below. Formal complaints must be submitted in writing.

1. The written appeal must be submitted to the **Campus Director**. The written appeal must include the facts relating to the complaint. The student will receive an acknowledgement of receipt within ten (10) calendar days. After, the Campus Director reviews/investigate the appeal, and student will be notified in writing of the final decision. The decision will be made within thirty (30) calendar days.

2. If the student feels that the complaint is still unresolved, the student should submit the complaint in writing to the College's Vice President – Compliance at the following address: 120 New River Town Center, Suite C Beckley, WV 25801. The student will receive an acknowledgement of receipt within ten (10) calendar days. After, the Campus Director reviews/investigate the appeal, and student will be notified in writing of the final decision. The decision will be made within thirty (30) calendar days.

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. A copy of the ACCSC Complaint Form is available at the school or online at www.accsc.org. The form can be submitted to this email address: at 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
Jamie Holliday, Campus Director	Lynn Mizanin Executive Vice President/Campus Director	Marianela Alberto 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. WV Residents: <https://www.wvhepc.edu/wp-content/uploads/2021/10/Student-Complaint-Process.pdf>

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 Examiners for Registered Professional Nurses Contact information: WV RN Board 5001 MacCorkle Avenue, SW, South Charleston, WV 25309, (304) 744-0900. <https://wvrnboard.wv.gov/>

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

Veterinary Technician: The student may contact AVMA CVTEA. All complaints must complete the form on their web site: <https://form.jotform.com/210775987653067> in its entirety. The completed form, accompanied by required evidence, may be submitted via the United States Postal Service or other mail carrier or email to the following address: AVMA CVTEA Staff Division of Education and Research 1931 N. Meacham Road Schaumburg, IL 60173 jhorvath@avma.org.

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>.