



## Student Complaint Policy

Post on Student Compliance Bulletin Board **July 1, 2024**

Valley College strives to ensure that its students are fully satisfied with their education program. Valley College has established this policy and procedure to ensure that it addresses student complaints in a fair and consistent manner. 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. It is Valley College's policy that no retaliatory action will be tolerated against students who lodge a complaint.

These procedures are not the same process as the Title IX or Violence Against Women Act's policies.

### Informal:

In today's environment where emails and text messages are used for daily communication between students and faculty or staff, Valley College considers emails/text messages to campus staff or faculty to be an informal way to communicate a concern or an informal complaint.

1. The student is encouraged to 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 Campuses (Medical Clinical Assistant or Nursing Associate Degree programs)  
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 Campus (Medical Clinical Assistant, Veterinary Assistant, Veterinary Technician, Practical Nursing programs), and Fairlawn (Practical Nursing program)

- 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 program department head.
  - 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.

All complaints will be reviewed thoroughly and impartially to ensure a comprehensive and fair evaluation of each case

### Formal:

If informal attempts to resolve complaints do not lead to satisfaction, the matter will be referred to in the next stage of the process outlined below.

If the student feels that the complaint is still unresolved, the student should submit a written letter that includes the complaint and why the student feels that the complaint has not been resolved to the Vice President at the following address: 120 New River Town Center, Suite C Beckley, WV 25801 or [bgardner@valley.edu](mailto:bgardner@valley.edu). The student will receive an acknowledgement of receipt within ten (10) calendar days. After, the Campus Director reviews/investigates the circumstances, and student will be

notified in writing of the final decision. The decision will be made within thirty (30) calendar days. Records are maintained for at least five years.

If a student has a complaint or concern, they may contact the Accrediting Commission of Career Schools and Colleges or any other regulatory or oversight entity at any time, regardless of whether they have first addressed the issue with the school. 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 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). The student may submit a complaint to ACCSC any time during the complaint process. A paper copy of the form is available upon request from the campus director (or their designee)

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 <a href="mailto:jholliday@valley.edu">jholliday@valley.edu</a>	Amanda Long <a href="mailto:along@valley.edu">along@valley.edu</a>	Marianela Alberto <a href="mailto:malberto@valley.edu">malberto@valley.edu</a>

West Virginia Students may contact West Virginia Higher Education Policy Commission, 1018 Kanawha Blvd E #700, Charleston, WV 25301, (304) 558-2101. <https://www.wvhepc.edu/wp-content/uploads/2021/10/Student-Complaint-Process.pdf>

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. <https://scr.ohio.gov/information-for-students/file-a-complaint>

NC-SARA: 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: <https://www.nc-sara.org/student-complaints>

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 Registered 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. The student 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](mailto: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>.