



Student Complaint Policy
Post on Student Compliance Bulletin Board
3/27/2026
<http://www.valley.edu/consumer-information/>
Click on Student Grievance Procedure

Valley College (“the College”) is committed to reviewing student concerns in a fair, prompt, and consistent manner in accordance with institutional policy. It is Valley College’s policy that no retaliatory action will be tolerated against students who lodge a complaint. Any alleged retaliation should be reported immediately and will be investigated as a separate violation.

Complaints involving allegations of discrimination, harassment, sexual misconduct, or retaliation based on protected characteristics are addressed under the College’s Title IX and Non-Discrimination policies.

All titles, positions, and individual names listed in this policy were accurate at the time of publication. Should any employee referenced herein leave the institution, change roles, or be replaced, their successor—regardless of title—will assume the responsibilities and duties described.

Definition. For purposes of this policy, a “complaint” is a written or verbal expression of dissatisfaction regarding an institutional policy, procedure, academic decision, or administrative action that materially affects the student. This procedure does not apply to grade appeals governed by the Academic Appeals Policy, Title IX matters, disciplinary proceedings, or matters covered under separate institutional 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. The informal process is encouraged but not required before filing a formal 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. If the issue remains unresolved, the student should then:

Beckley and Martinsburg Campuses

- For Academic Concerns: discuss the issue with the program administrator.
- If the issue is not resolved, discuss the issue with the Campus Director.
- For Other Concerns: discuss the issue with the Campus Director.

Cleveland Campus and Fairlawn School of Nursing

- For Academic Concerns: discuss the issue with the program administrator.
- If the issue is not resolved, discuss the issue with the Director of Academic Affairs.
- For Other Concerns: discuss the issue with the Campus Director or Ohio Director of Educational Initiatives.

100% online programs

- For Academic Concerns: contact the program administrator to discuss the issue.
- If the issue is not resolved, contact the Online Director of Academic Affairs to discuss the issue.
- For Other Concerns: contact the Online Director to discuss the issue.

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

Formal:

If the student remains dissatisfied following completion of the informal resolution process, the student should submit a formal written complaint that includes the complaint, relevant dates, individuals involved, and supporting documentation addressed to one of the individuals below:

- Academic Concerns: Shelly Smith, J.D., Provost and Vice President of Academic Affairs
Valley College Administration, 287 Aikens Center, Martinsburg WV 25404 or ssmith@valley.edu
- Other Concerns: Shannon McManamon, M.S.Ed., Director of Institutional Effectiveness
Valley College -Cleveland, 8700 Brookpark Road, Cleveland, Ohio 44129 or smcmanamon@valley.edu

The student will receive an acknowledgement of receipt within ten (10) calendar days. After, Valley College The decision will be made within thirty (30) calendar days, absent extenuating circumstances requiring additional time, in which case the student will be notified in writing. Records are maintained for at least five years.

The College will review the complaint to determine whether institutional policies were followed and whether the decision at issue was reasonable and supported by the available information. The College’s review is limited to whether established policies and procedures were properly applied.

The decision issued at the conclusion of the formal grievance process is the College’s final institutional determination. This determination does not limit a student’s right to contact external regulatory or accrediting agencies as described below. Nothing in this policy limits the College’s authority to take appropriate action in response to policy violations, misconduct, or safety concerns at any time. A pending complaint does not suspend or otherwise restrict the College’s ability to take necessary institutional action.

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** . 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. The student may submit a complaint to ACCSC any time during the complaint process.

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

Beckley Campus	Cleveland Campus	Fairlawn School of Nursing	Martinsburg Campus & Online Division
Jamie Holliday Campus Director jholliday@valley.edu	Amanda Long Campus Director along@valley.edu	Sharita Allen Ohio Director of Educational Initiatives smallen@valley.edu	Marianela Alberto Regional Director (WV) & Campus Director malberto@valley.edu Peter Perkowski Regional Director (OH) & Online Director PPerkowski@valley.edu

Whether or not the problem or complaint has been resolved to his/her satisfaction by the school, students have the right to contact the appropriate agency below:

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/2024/10/Student-Complaint-Process.pdf>

Ohio residents enrolled in Martinsburg’s Medical Clinical Assistant program the student may direct any problem or complaint to the Executive Director, State Board of Career Colleges and Schools, 30 East Broad Street, Suite 2481 Columbus, Ohio, 43215. Phone 614-466-2752; toll free 877-275-4219. <https://scr.ohio.gov/information-for-students/file-a-complaint>

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: [State Portal Entity Contacts | NC-SARA](#) On that page there is a link for Students. The [SARA Student Complaints | NC-SARA](#) link that describes the Student Complaint process.

California students may submit complaints directly to Valley College, as outlined at the start of this policy, or to the California Bureau for Private Postsecondary Education:
Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818
Phone: (916) 574-8900
Website: www.bppe.ca.gov

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/>

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>

If you would like to request to receive a paper copy of this policy, please contact the appropriate campus director listed above.