

PRINCETON RESCUE SQUAD EDUCATION DEPARTMENT



701 Stafford Drive Princeton, WV 24740

POLICY: Student Grievance

Effective Date: August 2018

TITLE: Student Grievance

RATIONALE: To ensure an avenue toward resolution of student complaints that are consistent with the requirements of the accrediting body.

POLICY:

This grievance procedure is intended to provide an orderly process by which grievances of a professional nature are examined or resolved within the established structure of Princeton Rescue Squad's Education Department and its programs of study. It is understood that this procedure is available to students on a voluntary basis and that any student shall have the right to pursue a grievance through regular administrative channels. The term grievance shall not apply to any legal matter in which the administration is within authority to act.

Definitions:

Grievant – "Grievant" shall refer to a student

Grievance – A "grievance" shall mean a written claim by a grievant that there has been a violation, a misinterpretation, or an inequitable application of any existing policies, rules, or regulations of the school, which substantially affects a grievant.

Party of Interest – A "party of interest" is the grievant, the instructor(s), or the administrator(s) who are involved in the examination and resolution of the claim.

Level One:

The parties in interest acknowledge that it is usually most desirable for a student and his/her immediate involved instructor to resolve problems through free and informal communications. The grievant shall address his/her concerns with the instructor within (5) working days of an issue arising in and/or outside the classroom.

Level Two:

If the grievant is dissatisfied with the response or solution provided in Level One, the student must present his/her grievance in writing to the Director of Education within ten (10) calendar days of attempting to resolve the issue with the instructor. The grievance filed must specifically state the existing policy, rule, and/or regulation, which has been violated, misinterpreted, and/or inequitably applied, along with how the grievant has been adversely affected. Upon receipt of the written grievance, the DOE and/or designee has fifteen (15) working days to provide a written response to the grievant. The DOE may arrange an in person meeting with the grievant during this period if applicable.

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RESPONSIBLE PERSONNEL:

Education Director, Instructional faculty, Administration

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Level Three:

If the grievant remains dissatisfied with the informal procedures, then he/she has within ten (10) calendar days of receiving a written response from the DOE, to present his/her original written grievance to the COO. The COO may arrange an in-person meeting to take place within fifteen (15) working days of receipt of the grievance if applicable. At the end of the stated timeframe, the COO and/or designee shall provide the grievant with a written answer to the grievance. This response would represent the institution's final decision and would conclude the appeals process.

Level Four:

Students who are dissatisfied with the final ruling or any action taken by Princeton Rescue Squad's Education Department may submit in writing (by email or mail) to the Accrediting Council for Continuing Education & Training (ACCET) office.

ACCET
Chair, Complaint Review Committee
1722 N Street, NW
Washington, DC 20036
Telephone: (202)955-1113
Email: complaints@accet.org
Website: www.accet.org

Please reference ACCET Document 49.2 – Notice to Students: Complaint Procedure for Institutions Seeking ACCET Accreditation. This can be found on www.princetonrescue-edu.com or at the Education Director's Office.

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RESPONSIBLE PERSONNEL:

Education Director, Instructional faculty, Administration