

Policy Title:	Student Grievance Policy & Procedure		
Policy Type:	Academic	Effective Date:	1/1/2015 (Revised 3/1/26)
Purpose:	To provide an impartial review to resolve student disputes, conflicts, or an alleged violation.		
Regulation Reference:	ABHES I.B.4.a.-c; IV.I.2. MDHEWD 34 C.F.R. § 600.9(a)(1))		

Definition:

A student grievance is a formal complaint submitted by a student who believes they have experienced unfair, inequitable, or improper treatment by a faculty member, staff member, administrator, or institutional process.

A grievance may involve concerns such as:

- Violations of published policies or procedures
- Perceived inequities in academic or administrative decisions
- Actions or behaviors that negatively affect a student's educational experience
- Failure of the institution or its representatives to fulfill stated responsibilities

A grievance is more than general dissatisfaction—it is a documented concern that a policy, standard, or obligation was not followed and that the issue requires formal review and resolution through the institution's established grievance procedures.

Policy:

The Student Grievance Policy provides a process for an impartial review and ensures that student rights are recognized and protected. The grievance process is made available to all SLCHC students seeking assistance in resolving any dispute, conflict, or alleged violation made by SLCHC employee(s), SLCHC student(s) or any SLCHC department in the course of employment, enrollment and/ or school-related activities. A grievance may arise out of a decision, action, or failure to act, in the course of official duties/roles at SLCHC. SLCHC faculty or staff may also initiate a student grievance if deemed necessary.

Procedure:

SLCHC addresses conflict resolution by the following steps:

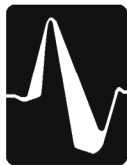
1. Informal Grievance Process

Whenever possible the direct individuals involved in any disputes, conflicts, or disagreements should first make attempts to resolve any issues on their own in a professional manner.

2. Formal Grievance Process

Once documented attempts have been made through informal resolution processes without successful resolution, then individual(s) involved have the option to request a Formal Grievance Process. Grievances should be submitted in writing via email or written letter to Department Directors and/or Dean of Academic Affairs stating:

- The nature of their complaint and goals for the resolution process
- The names of those related to the complaint
- Their own name and date.



An SLCHC representative will then initiate contact with the student within no more than 10 business days to arrange a grievance meeting date and time. SLCHC will assemble a grievance committee from SLCHC programs or departments to convene a formal grievance meeting. The meeting may take place remotely or in person to accommodate participants. At the meeting, the committee will review the grievance material and any supportive documentation provided by the student and/or SLCHC representative(s). The student will be allowed time to present their case or circumstances and/ or to ask any questions related to their grievance. SLCHC committee members reserve the right to ask the student relevant questions to provide context to the case. Once the meeting is concluded, the committee will consider all the information presented and vote on a decision regarding the grievance. After deliberation, the committee will issue a final binding decision and the student will be notified within 10 business days. Note that additional time may be required if further research or documentation is needed for review by the board.

Record Keeping:

Documentation of the grievance meeting discussion, those in attendance, and relevant paperwork will be maintained either digitally or on file at SLCHC for a period no less than 7 years.

SLCHC reserves the right to withhold release of select FERPA protected documentation or other legally protected documentation without proof of due cause or right to access such documentation.

Appeals to Outside Agencies:

If a student is dissatisfied with the outcome of their complaint with SLCHC then they may appeal to the Missouri Department of Higher Education and Workforce Development (DHEWD) by contacting them at **info@dhewd.mo.gov** with **evidence from the complaint being processed first by the school**. Please note that DHEWD cannot effect student grades and cannot effect tuition refunds unless the school's policy on them was not followed.

Missouri Department of Higher Education & Workforce Development
Attn: Coordinating Board for Higher Education
301 W High St., PO Box 1469
Jefferson City, MO 65101-1469
Phone: (573) 751-2361
Fax: (573) 751-6635
Email: info@dhewd.mo.gov

St. Louis College of Health Careers is approved by the State of Missouri to participate in the National Council for State Authorization Reciprocity Agreement (NC-SARA) NC-SARA is a voluntary, regional approach to state oversight of postsecondary distance education. California is the only state that does not currently participate in NC-SARA, therefore, if a student relocates to California prior to program completion, this may adversely impact the student's ability to complete the program. <https://www.nc-sara.org/>.

Distance Education Complaints:

Student complaints against an institution operating under NC-SARA go first through the institution's own procedures. This institution participates in the State Authorization Reciprocity Agreement (SARA) and thus Distance Education students may appeal to SARA by contacting the State Portal entity of Missouri or their home state. Contact information for them can be found at: <https://nc-sara.org/state-portal-entity-contacts/>. Information on SARA student complaints can be found at: <https://nc-sara.org/sara-student-complaints-0/>.