

STUDENT GRIEVANCE PROCEDURES

Adherence by all parties to the Code of Professional Behavior is required at all times during the grievance process.

NOTE: The student grievance procedures set forth below do not apply to complaints of alleged discrimination. Please see the College's Notice of Non-Discrimination, Anti-Harassment Policy and Campus Sexual Misconduct Policies & Procedures Guidance Memorandum, above, for more information about the reporting and adjudication of such grievances.

FIRST STEP: Students who encounter difficulties, problems, or have complaints should, either orally or in writing, request an individual conference with the instructor or staff member to discuss the matter within 48 hours of the incident.

SECOND STEP: If a satisfactory resolution to the problem is not reached, the aggrieved party should make an appointment to speak with the Program Director. If there is no Program Director, the aggrieved party should meet with the Campus President.

THIRD STEP: If the second step has not resolved the grievance within 3 days of the first step, the aggrieved party may present to the corporate office, in writing, all facts of the grievance using the available link on the school website. [Student Grievance Form Link](#) or by sending an email to president@intercoast.edu

Within 14 calendar days upon receipt of the written information, the Campus President will schedule a Grievance Committee hearing. The time of the meeting will be communicated in writing to all parties. The Committee will consist of the Campus President, a member of the corporate staff, and three staff or faculty members not involved with the incident in question.

All persons, or their representatives, involved with the incident must be present at the time of the meeting. All parties involved will be given the opportunity to discuss the grievance. The Grievance Committee will excuse all parties involved in the grievance and immediately review and conclude the case. The decision of the Committee will be communicated to those involved in the incident within 14 days. The Committee's decision is final.

No retaliation of any kind shall be taken against a student for participating in the complaint or grievance process. These procedures shall also protect data privacy rights. The college maintains a record of all complaints and grievances filed and are collected and archived in the Vice President of Compliance Office.

Complainants who have exhausted all complaint and grievance procedures provided under this policy and who seek further resolution or appeal may contact the School President in writing by email president@intercoast.edu.

Students who are still unable to resolve their complaint with the school may file a formal written complaint with:

State Agency:
Bureau for Private Postsecondary Education
(BPPE)
1747 North Market Blvd. Suite 225
Sacramento, CA 95834
Phone: (888) 370-7589
Fax: 916-263-1897

Accrediting Agency:
Accrediting Council for Continuing Education and
Training (ACCET)
In writing via the online form on the ACCET website
(<https://accet.org/about-us/contact-us>)

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the Bureau's Internet website www.bppe.ca.gov. The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370- 7589, option #5, or by visiting osar.bppe.ca.gov