

Delta Designs Cosmetology School

Grievance Policy and Procedure

Informal Procedure

In an attempt to encourage prompt resolutions of potential grievances, any or all parties involved may request an intervention of administration to resolve the matter formally. In the following order:

- a) *Instructor*
- b) *School Manager*
- c) *Director*

- I. The administration office will attempt to resolve the matter informally with the administrators closest to and best able to discuss the situation. Attempting to resolve any issues informally will not have any precedential value nor will any statements or efforts made to resolve the matter informally have prejudicial effect on any formal grievances.
- II. The administration office may initiate a review in the absence of a request by the allegedly aggrieved party but only on the basis of significant evidence.
- III. Informal attempts at settlement will not extend beyond 30 calendar days without the written agreement of all parties. If the complainant request in attempt at informal settlement, the he or she will not be free to make a formal complaint with the administration office until an informal settlement is propose for the 30 days have elapsed which ever come first.

Formal Internal Complaint

The individual or group of individuals may initiate a formal complaint by detailing the facts related to the allegations in a written and signed statement.

- I. The allegations are filed with the administration office. The office will acknowledge receipt of each complaint within 5 business days from the time the complaint is received. The complainant(s) will be in for an interview within 15 business days.
- II. At the interview the complainant(s) will be informed of the steps to be taken to resolve the specific complaint; the complainant(s) will the review the charge for accuracy and sign the initiation of complaint form.
- III. The charge is served on the respondent in which this allegation is said to have occurred with 20 business days from the initial receipt of the complaint.
- IV. Evidence from the parties, and rebuttal statements from the respondent are to be submitted to the administrative office with 20 business days from the date the charge is served.

Resolution of Complaint

- I. The investigation process will proceed reviewing and comparing data and documents received by all parties. This may take up to 45 business days from the time of receipt of the position

statement from the respondent. Written finding(s) of fact is made by the administration office.

II. Once finding(s) are settled the administration office will have a written report with all pertinent information related to the specific complaint. Appropriate recommendations will be made based on finding(s) in a written report to all parties within 10 business days.

III. In the event, that the appropriate recommendations made were not resolved, the formal complaint can be filed with the Council on Occupational Education, 7840 Roswell Road, Bldg. 300, Ste. 325 Atlanta, Georgia 30350. Phone number (770) 396-3898. Website: www.council.org