



KNOWN FOR OUR DEDICATION.
CHOSEN FOR OUR EXCELLENCE.

GRIEVANCE PROCEDURE

THE ADMINISTRATION, FACULTY AND STAFF OF INSPIREDCARE ACADEMY MAINTAIN AN OPEN-DOOR POLICY FOR STUDENTS TO VOICE THEIR CONCERNS OR COMPLAINTS. OCCASIONALLY, A STUDENT OR FORMER STUDENT WILL REQUIRE ASSISTANCE WITH A PROBLEM AT A LEVEL OUTSIDE OF INSPIREDCARE ACADEMY. INSPIREDCARE ACADEMY GRIEVANCE PROCEDURE IS AS FOLLOWS:

1. THE STUDENT ATTEMPTS TO HANDLE THE GRIEVANCE WITH THE INSTRUCTOR IN A CALM AND PROFESSIONAL MANNER.
2. IF THE GRIEVANCE CANNOT BE SETTLED AT THIS LEVEL, THE STUDENT MAY ASK FOR THE INTERVENTION OF THE STUDENT SERVICES OFFICE TO ATTEMPT TO MEDIATE, ARBITRATE, OR RECTIFY THE SITUATION. IN MOST CASES, COMPLAINTS CAN BE DISCHARGED AT THIS LEVEL OF INTERVENTION.
3. IF A SATISFACTORY RESULT CANNOT BE ACCOMPLISHED AT THIS LEVEL, A WRITTEN DESCRIPTION OF THE GRIEVANCE CAN BE DIRECTED TO THE SCHOOL PRESIDENT. THE SCHOOL PRESIDENT WILL EVALUATE THE GRIEVANCE AND GATHER INFORMATION. THE STUDENT WILL BE KEPT INFORMED BY THE SCHOOL PRESIDENT AS TO THE STATUS OF THE GRIEVANCE, AS WELL AS THE RESOLUTION OF THE PROBLEM. STUDENTS MUST SUBMIT A GRIEVANCE NO LATER THAN A WEEK AFTER THE INCIDENT IN CONSIDERATION. THE SCHOOL PRESIDENT WILL RESPOND TO THE GRIEVANCE IN WRITING WITHIN 7 BUSINESS DAYS.

WHEN WRITING YOUR GRIEVANCE STATEMENT PLEASE INCLUDE THE FOLLOWING:

- ✓ YOUR NAME, ADDRESS, AND CONTACT NUMBER
 - ✓ FACTS OF YOUR COMPLAINT: DATE AND TIME OF THE INCIDENT, WHERE IT TOOK PLACE, THE NAMES OF THE PEOPLE INVOLVED AND THE NAMES OF ALL WITNESSES.
 - ✓ SUPPORTING EVIDENCE FOR YOUR COMPLAINT
 - ✓ DESCRIBE ANY STEPS TAKEN INFORMALLY TO RESOLVE THE MATTER.
 - ✓ INCLUDE A REASONABLE SOLUTION FOR YOUR COMPLAINT.
 - ✓ SIGN AND DATE YOUR STATEMENT.
4. IN CASES WHERE THE GRIEVANCE IS NOT SETTLED AT THE INSTITUTIONAL LEVEL, THE STUDENT MAY ALSO CONTACT THE DEPARTMENT OF EDUCATION COMMISSION THAT REGULATES THE INSTITUTION: THE COMMISSION FOR INDEPENDENT EDUCATION (CIE), 325 WEST GAINES STREET, SUITE 1414, TALLAHASSEE, FL 32399-0400, PHONE: (850) 245-3200, TOLL FREE: (888) 224-6684 WWW.FLDOE.ORG/CIE