

## **VskiCosmetology School**

### **GRIEVANCE PROTOCOL**

#### **Internal Grievance Procedure Policy:**

In accordance with the institution's mission statement, the school will make every attempt to resolve any student complaint that is not frivolous or without merit. Complaint procedures will be included in new student orientation via catalog review, thereby assuring that all students know the steps to follow should they desire to register a complaint at any time. Evidence of final resolution of all complaints will be retained in school files to determine the frequency, nature, and patterns of complaints for the institution. The following procedure outlines the specific steps of the complaint process:

1. The student should register the complaint in writing on the designated form provided by the institution within 48 hours of the date that the act, which is the subject of the grievance, occurred.
2. The complaint form will be given to the school Director.
3. The complaint will be reviewed by the Director and a response will be sent in writing to the student within 30 days of receiving the complaint. The initial response may not provide for final resolution of the problem but will notify the student of continued investigation and/or actions being taken regarding the complaint.
4. If the complaint is of such nature that it cannot be resolved by the Director, it will be referred to an appropriate organization if applicable.
5. Depending on the extent and nature of the complaint, interviews with appropriate staff and other students may be necessary to reach a final resolution of the complaint.
6. Students should attempt to resolve the complaint through the institution's internal complaint process before submitting the complaint to the school's accrediting agency, if applicable.
7. A written record of all complaints filed will be maintained at the School through two complete accrediting cycles.

\*\*Should further resolution be required please contact S.C. Board of Cosmetology at (803)-896-4588 or email [boardinfo@llr.sc.gov](mailto:boardinfo@llr.sc.gov)