



General Student Complaints

Policy: Southern Training Consultants is committed to a fair and respectful experience for all students. The student is assured that no retaliatory action will be taken against them for filing and pursuing the resolution of a complaint. All written and otherwise recorded materials relating to the filing and resolution of student complaints are to be considered education records, and, as such, are protected by the Family Educational Rights and Privacy Act (The Buckley Amendment).

General complaints related to this policy typically involve unfair treatment, generally unequal treatment, substandard physical facility conditions, behavior that a student may feel is unjust or creates unnecessary hardship, or other general concerns that warrant action.

Procedure: Students are encouraged to seek informal resolution of complaints with the individual(s) with whom the issue is associated. If the result is unsatisfactory to the student or directly approaching the individual is inappropriate or unsafe, students may file a formal written complaint by completing the [General Complaint and Reporting Form](#). Complaints received through email or direct message on social media will receive a reply with the link to the reporting form and a directive to complete that form. Although anonymous complaints will be accepted, this may affect the outcome and resolution or delay the process.

Considerations for the process:

- If the official responsible for a particular step is inaccessible for the days allotted for that step (i.e. vacation, professional travel), a delegate may be assigned to perform duties described herein
- Meetings may be in-person or virtual. The student's preference should be given priority, but the student should consider using the method that will ensure the process is completed within the allotted time frame(s).

Filing of Initial Complaint

The student must file the complaint within 30 days of the date the alleged incident occurred.

- Once the Form is completed and submitted, it will be routed to the Course Coordinator and that person will contact the student within five (5) working days following the submission of the form to confirm all pertinent information and discuss the process.
- Within ten (10) working days following student contact, the Course Coordinator will do what is necessary to gather information, investigate, or evaluate the complaint including meeting with the person against whom the complaint is filed.

- At the end of the information gathering, the Course Coordinator has five (5) working days to recommend a resolution to the student.

Appeal of Resolution of Initial Complaint

If the student does not agree to a resolution as proposed:

- They may file an appeal to the Course Director within five (5) workdays of the notification of the proposed resolution.
- In the appeal letter, which must be submitted to the STARS mailing address, the student must state with specificity why they believe the proposed resolution to be unacceptable and why their desired resolution is preferable.
- The appeal will be decided within ten (10) workdays, based on the student's letter of appeal as well as all notes and documentation produced during the discussions.
- The Course Director may speak with all of the parties involved, or with none; however, the appeal officer will not speak with only one of the parties without also speaking with the other(s).
- Formal notification of the appeal outcome will be sent to the student.

Should the student not find the outcome of the first appeal to be satisfactory, they may continue to the Medical Director with the same ten (10) day turnaround time with the Medical Director being the final level of appeal.

Documentation and Record of Process

The objective of the complaint form and the process that follows is to ensure that the concerns of all students are addressed appropriately and promptly. Please note that this form is to assist you in resolving general concerns and grievances related to treatment, interactions, facilities, and services that contribute to an inequitable, unfair, or unjust experience or create an undue hardship. You are encouraged to attempt to resolve the matter directly with the individual or department involved before filing a formal complaint through this form.

Please complete this form with facts and information about the complaint including evidence where possible.

Please contact the Course Coordinator at (985) 262-9826 if you need assistance filling out this form.