



Grievance Procedure

National College has adopted an internal grievance procedure for prompt resolution of student complaints, including allegations of discrimination on the basis of race, color, religion, sex, national origin, disability or age.

Any student who has a complaint should address it as follows:

1. A complaint should be filed in writing with the Campus Director. It should contain the name, address and telephone number of the student filing the complaint, and a brief description of the circumstances giving rise to the complaint.
 - a. The complaint should be filed within thirty (30) days of an alleged incident of discrimination or one (1) week after the complainant becomes aware of the circumstances giving rise to the complaint, whichever is later.
 - b. The Campus Director will investigate the complaint, making a determination, and take such action as he or she deems appropriate within ten (10) days of receiving the complaint.
2. If the complainant is not satisfied with the determination or action of the Campus Director he or she may make a written appeal within thirty (30) days of the date of the determination or action of the Campus Director addressed to: (Virginia/Ohio Campuses) the Vice President, 1813 East Main Street, Salem VA 24153 or (Kentucky/Indiana Campuses) the Vice President, 7627 Ewing Blvd., Florence KY 41042 or (Tennessee Campuses) the Vice President, 900 Madison Square, Madison TN 37115.
 - a. The appeal should contain the name, address, and telephone number of the student filing the appeal, a brief description of the circumstances giving rise to the original complaint, and a brief description of the reason why the student believes the determination and action of the Campus Director to be in error.
 - b. The VP/RDO will consider the appeal, make a determination, and take such action as he or she deems appropriate within ten (10) days of receiving the appeal.
3. If the complainant is not satisfied with the determination or action of the Vice President/ Regional Director of Operations, he or she may make a written appeal within thirty (30) days of the date of the determination or action of the Vice President/ Regional Director of Operations addressed to the President, 1813 East Main Street, Salem, VA 24153.
 - a. The appeal should contain the name, address, and telephone number of the student filing the appeal, a brief description of the circumstances giving rise to the original complaint, and a brief description of the reason why the student believes the determination and action of the Campus Director and Vice President/Regional Director of Operations to be in error.
 - b. The President will consider the appeal, make a determination, and take such action as he or she deems appropriate within ten (10) days of receiving the appeal.



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4. Should the issue not be resolved at the college level, the student may contact The Accrediting Council for Independent Colleges and Schools at 750 First Street, NE, Suite 980, Washington, DC 20002, (202) 336-6780.
5. In addition to the above remedies, the student may submit a complaint to the approval or licensing authority in their home state using the contact information below:

Florida

Commissioner for Independent Education
325 W. Gaines St., Suite 1414
Tallahassee, FL 32399-0400
Email: cieinfo@fldoe.org

Indiana

Board of Proprietary Education
Indiana Commission for Higher Education
101 West Ohio St., Suite 670
Indianapolis, IN 46204
Telephone: 317-464-4400

Kentucky

Council on Postsecondary Education
1024 Capital Center Dr., Suite 320
Frankfurt, KY 40601
Telephone: 502-573-1555

Louisiana

Board of Regents
1201 N. Third St., Suite 6-200
Baton Rouge, LA 70802
Telephone: 225-342-4253

North Carolina

University of North Carolina General Administration
910 Raleigh Rd.
Chapel Hill, NC 27515-2688
Telephone: 919-962-4558



Tennessee

Tennessee Higher Education Commission
404 James Robertson Parkway
Suite 1900
Nashville, TN 37243
Telephone: 615-741-3605

Virginia

State Council of Higher Education for Virginia
101 N. 14th St., 10th FL
James Monroe Building
Richmond, VA 23219
Telephone: 804-225-2600

West Virginia

West Virginia Higher Education Policy Commission
1018 Kanawha Blvd, East
Suite 700
Charleston, VA 25301-2800
Telephone: 304-558-2101

Ohio

Ohio State Board of Career Colleges and Schools
30 East Broad St., Suite 2481, Columbus, OH 43215
Phone: 614-466-2752 or 877-275-4219