

Student Complaint/Grievance Procedure

Issues may arise about which reasonable people will disagree. Blue Cliff College has developed a systematic and equitable process to resolve student complaints and grievances.

A grievance is defined as a difference or dispute between a student and the college or its employees with respect to the application of rules, policies, procedures, and regulations. Students with a grievance need to raise their concerns within 10 calendar days of the event that gave rise to the grievance to ensure that a settlement is made in a timely fashion.

- **Classroom Matters:** Students with grievances concerning non-academic matters, e.g., financial aid, should direct the matter to the appropriate departmental supervisor. Should the grievance remain unresolved, the student will be advised to submit the matter in writing to the Campus Director. The Campus Director may review the matter with all the parties concerned and may meet with the student. A decision will be returned within seven days of receipt of the written grievance
- **Other Academic Matters:** Students with grievances concerning academic policies, procedures, or regulations not related to the classroom should discuss their concerns with their Director of Education or Campus Director.
- **Non-Academic Matters:** Students with grievances concerning non-academic matters, e.g., financial aid, should direct the matter to the appropriate departmental supervisor. Should the grievance remain unresolved, the student will be advised to submit the matter in writing to the Campus Director. The Campus Director may review the matter with all the parties concerned and may meet with the student. A decision will be returned within seven days of receipt of the written grievance.
- **For All Matters:** If unsatisfied with the decision of the Campus Director, students may write to the President of the Blue Cliff College system. Please direct all inquiries to:
 - Education Management Inc. dba Blue Cliff College
12551 Bernard Pkwy, Gulfport, MS 39503
Attn: Blue Cliff College President

Schools accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting ACCSC. All complaints considered by ACCSC must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The Commission will keep the complainant(s) informed as to the status of the complaint as well as the final resolution. Please direct all inquiries to ACCSC at the address listed below. A copy of the Commission's Complaint Form is available and may be obtained by contacting the Campus Director.

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- Accrediting Commission of Career Schools and Colleges
2101 Wilson Boulevard, Suite 302, Arlington, VA 22201
(703) 247-4212 | www.accsc.org | complaints@accsc.org

- State of Louisiana: Student complaints relative to actions of school officials may be addressed to the Louisiana Board of Regents, Division of Planning, Research and Performance, Proprietary Schools Section, 1201 North Third Street, Suite 6-200, Baton Rouge, LA 70802 – (225) 342-4253, only after the student has unsuccessfully attempted to resolve the matter with the school after having first filed a written and signed complaint with the school’s officials
 - Cosmetology
Louisiana Board of Cosmetology
11622 Sunbelt Court, Baton Rouge, LA 70809
(225) 756-3404

 - Louisiana Board of Massage Therapy
2645 O’Neal Lane, Building C, Suite E, Baton Rouge, LA 70816
(225) 756-3488

 - Louisiana State Board of Practical Nurse Examiners
17373 Perkins Road Baton Rouge, LA 70810
<https://lsbn.boardsofnursing.org/complaint>

- State of Mississippi: Student complaints should be directed in writing to the State of Mississippi Commission on Proprietary School and College Registration, 3825 Ridgewood Road, Jackson, MS 39211 (601) 432-6185.
 - Mississippi State Board of Cosmetology
239 North Lamar Street, Suite 301, Jackson, MS 39201
(601) 432-6185

 - Mississippi State Board of Massage Therapy
P.O. Box 20, Morton, MS 39117
(601) 732-6038

 - Mississippi Board of Nursing
713 S. Pear Orchard, Road, Plaza II #300, Ridgeland, MS 39157
(601) 957-6300 – Office | (601) 957-6301 – Fax



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