

Grievance Procedures

It is the policy of Estelle Medical Academy to have a procedure and operational plan for handling student complaints, including decisions regarding suspension and termination.

A Student Complaint Procedure is available to any student who has not had a complaint resolved.

The purpose of this procedure is to provide a prompt and equitable process of resolving student complaints.

Informal Complaint Process

1. Students with grievances should first meet with the Instructor. If the complaint is not related to the educational program, the Instructor will advise the student to contact the appropriate School representative.
2. After meeting with the Instructor, if the student believes that the concern has not been appropriately resolved, the student should then contact the School Director. If the School Director is the Instructor for the course, the student can contact the School Owner.

Formal Complaint Process

If, after following the above policy, the student still has concerns, he/she is directed to continue the Grievance Procedure:

1. Prepare a written statement of complaint, that is signed, dated, and includes a clear and concise statement of the facts including pertinent dates.
2. Submit the written statement of complaint to the Director within 10 working days of the incident.
3. The student may be required to meet with School representatives to discuss the grievance.

The student may appeal a grievance decision, made by the School if he/she believes it is unsatisfactory.

1. The student must request an appeal in writing and submit it to the Director.
2. The Director may consult with the School Representatives and the student, and a decision will be made within 30 days.
3. The Director will inform the student of the appeal decision within 30 days of receipt of appeal. Notice will be in writing.

If the dispute is not solved by the Director, the student has the right to file a complaint with the Illinois Board of Higher Education.

Illinois Board of Higher Education 431 East Adams, 2nd Floor Springfield, Illinois 62701-1404
(217) 782-2551

Students may also contact:

Accrediting Bureau of Health Education Schools

7777 Leesburg Pike, Suite 314 N. Falls Church, Virginia 22043 (701) 917-9503

United States Department of Education

400 Maryland Avenue, SW, Washington, D.C. 20202 (1-800-872-5327)