



### **Student Complaint/Grievance Procedure**

The administration will work with each student to resolve the issues. Every student is encouraged to discuss his or her concerns or complaints with faculty or staff most able to assist the student in resolving the matter. If, however, the student is not satisfied with these efforts, then the student may pursue a formal grievance by following the procedure below:

1. Make a signed, written complaint to the School describing the basis of the complaint in enough detail to allow an investigation.
2. The School will schedule an appointment with the student within three working days to discuss the complaint.
3. The School will confirm the completion of the investigation with a written report of the disposition of the complaint mailed to the student within five working days of the first meeting with the student.
4. If the student is not satisfied with the School's report of disposition of the complaint, the student may appeal this result in writing to the President within 10 working days of receipt. The appeal letter must include a copy of the written disposition report and an explanation why the student is not satisfied with that outcome.
5. The President will review the written disposition report and the student's appeal letter and will conduct any further investigation necessary, including requesting additional information from the student or School.
6. The President will provide both the student and the School with a written appeal finding mailed within 10 working days of the receipt of the appeal letter. This written decision is the final disposition of the complaint.

Students who are not satisfied with the results of a grievance, have the right to file a complaint with the Texas Workforce Commission. Any unresolved grievances with the School are to be directed to:

The above process does not limit or prohibit a student from enforcing any contractual legal rights or remedies.

### **Complaint Hotline**

We, at Med Sales Institute understand the importance of providing a safe and ethical classroom for our students. In an effort to assist with this standard we have partnered with Ethico Compliance who will provide our students with an anonymous avenue to report classroom or campus issues and concerns. This hotline is available twenty-four (24) hours a day, seven days a week and there will always be someone available to speak with our students. The line is staffed by a third-party organization that will document their concern and send the report to someone in the Med Sales Institute corporate office. The student may remain anonymous or they may choose to identify themselves. Regardless of their decision, their information will be documented and investigated. The toll-free number that they can call is 888-845-0828. There is also the option to report concerns online by visiting [MyComplianceReport.com](http://MyComplianceReport.com). Once the student has entered the site they will click on "Begin new report" (bottom left of page). At that point they will be asked to provide an access ID which is 'MEDSC'.