

**Toledo Public Schools**  
**Adult and Continuing Education Department**  
**Policy: Student Grievance Policy for handling complaints**  
**Established: Barber Handbook – page 5 & 6**  
**Grievance/Appeal Procedures**

The term “grievance” is defined as a dispute between a student and the school concerning the interpretation, application of, or compliance with any provision of school policies. All students without fear of retaliation or intimidation may use the grievance procedure. All conversations with the student or his/her representative concerning the student’s grievance shall be held in strict confidence by those involved.

**STEP 1:** A student with a perceived grievance must first discuss the issue with the appropriate Instructor involved in an effort to arrive at a solution within three (3) working days after the occurrence.

**STEP 2:** If the grievance is unresolved from **Step 1**, it may be pursued further by submitting the grievance in writing to the Director of Adult Education with six (6) working days of the original dispute. Documentation must include verification that **Step 1** occurred without a resolution between the Instructor and the student. Within five (5) working days from the submission of the written grievance, the student (with or without a representative of choice), the Director of Adult Education and the Instructor will meet jointly to try to resolve the grievance.

The Director of Adult Education’s written disposition of the grievance will be given to the student and the Instructor within three (3) working days of the meeting. The grievance will end if an agreement is reached at this point.

**STEP 3:** If the measure in **Step 2** does not bring resolution to the student’s grievance, the student may appeal in writing to the Director of Adult Education within three (3) working days after the receipt of the written recommendations/resolutions in **Step 2**. The Director of Adult Education shall dispose of the grievance in writing with reasons stated within five (5) working days after the conference with the student. The decision at this point is binding and concludes due process.

If the student is not satisfied with the resolution, the student may appeal in writing to  
Council on Occupational Education  
7840 Roswell Road  
Atlanta, GA 30350  
1-800-917-2081  
<http://www.council.org>

**Toledo Public Schools**  
**Adult and Continuing Education Department**  
**Policy: Student Grievance Policy for handling complaints**  
**Established: Nursing Handbook – page 25**  
**Grievance/Appeal Procedures**

The term “grievance” is defined as a dispute between a student and the school concerning the interpretation, application of, or compliance with any provision of school policies. All students without fear of retaliation or intimidation may use the grievance procedure. All conversations with the student or his/her representative concerning the student’s grievance shall be held in strict confidence by those involved.

**STEP 1:** A student with a perceived grievance will first discuss it with the appropriate Instructor involved in the issue as an effort to arrive at a solution within three (3) working days after the occurrence. Faculty is to submit in writing to the program coordinator the outcome of the meeting.

**STEP 2:** If the grievance is unresolved from **Step 1**, it may be pursued further by submitting the grievance in writing to the coordinator within six (6) working days of the original dispute. Documentation must include verification that **Step 1** was adequately achieved without a resolution. Within five (5) working days from the submission of the written grievance, the student (with or without a representative of choice), the coordinator and the Instructor will meet jointly to try to resolve the grievance. The coordinator’s written disposition of the grievance will be given to the student and the Instructor within three (3) working days of the meeting. The grievance will end if an agreement is reached at this point.

**STEP 3:** If an agreement is not reached in **Step 2**, the grievance and written outcome of the joint meeting will be submitted to the Joint Grievance Committee who will review the grievance for recommendations/resolutions within five (5) working days after receiving the written grievance. The Joint Grievance Committee will provide a written recommendation for resolution with three (3) days of the meeting.

**STEP 4:** The Director of Adult Education shall accept or reject the recommendation of the Committee and will provide reasons in writing to the student after five (5) working days of the grievance hearing. The decision at this point is binding and concludes due process.

The time limits set forth in the procedure may be extended by mutual agreement of the school and the student. Work days as used in this procedure shall not include Saturdays, Sundays and holidays.

**Note:** Student’s progress in the program will be on hold until the grievance is resolved. (Includes pinning and graduation)

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