

Online Approvals and Complaint Process



Concorde Career College, Kansas City has been approved by the Missouri Department of Higher Education and Workforce Development (MDHEWD) to participate in the National Council for State Authorization Reciprocity Agreements (NC- SARA). NC-SARA is a voluntary, regional approach to state oversight of postsecondary distance education. With this approval, Concorde Career College, Kansas City is authorized to offer distance education programs to students residing in all participating states. More information regarding NC- SARA may be found at www.nc-sara.org. A list of NC-SARA participating states may be accessed at <http://nc-sara.org/sara-states-institutions>.

Complaints

Students should first attempt to resolve complaints pursuant to Concorde's Student Complaint & Grievance Procedure, as follows:

Students are encouraged, at all times, to communicate their concerns to members of the faculty and administration. If a situation arises in which a student has a complaint or grievance regarding grades, instruction, disciplinary actions, or other topics related to his or her program of study, the student is to adhere to the following procedure:

1. Within 72 hours: Discuss the matter with his or her instructor, if applicable. If not resolved,
2. Within the following 72 hours: Discuss the matter with the Program Director. If not resolved,
3. Within the following 72 hours: Discuss the matter with the Academic Dean,
4. Within the following 72 hours: Discuss the matter with the Campus President/Director.

If a student is still unable to resolve the issue, a written grievance statement along with supporting documentation may be submitted to the Campus President. The written statement should include the details of the student's issue, a summary of the conversations the student had with individuals while following the above procedure, and an explanation as to why the student believes the issue remains unresolved.

The Campus President will schedule a grievance committee meeting within three business days of receipt of the written grievance. Students are required to appear before the grievance committee. The Campus

President will inform the student of the time and place to appear before the committee. The grievance committee has the responsibility of reaching a decision that is in balance with the best interest of both the student and the college. Students will be notified in writing within three business days of the committee's decision. Legal representation is not permitted since a grievance committee meeting is not considered a legal proceeding.

Further, students have the right to report any apparent inconsistencies with the application of the Student Complaint & Grievance Policy outlined in the school catalog. The request must be completed in writing and submitted to Concorde's Campus Support Center Student Affairs Department at: studentaffairs@concorde.edu. The request must include a summary of the student's grievance and any details and supporting documentation of the student's conversation with campus staff regarding the grievance, and it must describe how the campus' management of the grievance procedure was inconsistent with the school catalog. The Student Affairs Department will research the student's report as deemed appropriate, including requesting additional information from the student as needed, and render a final decision that is binding. The student will be notified in writing of the decision.

If a complaint cannot be resolved within the institution, as the home state, the Missouri Department of Higher Education and Workforce Development is responsible for assisting students from all applicable SARA states.

Per DHEWD policy (accessible at <https://dhewd.mo.gov/DistanceEducation.php>):

- Students with a complaint must first attempt to resolve the issue at the school by completing the school's complaint process. Exhaustion of all informal and formal institutional processes, including both campus processes and any applicable system processes, is a prerequisite to filing any formal complaint with the MDHEWD
- If dissatisfied with the resolution of the grievance, the student may contact the department by calling (573) 751-2361 and selecting option 2.
- The student will be directed to submit the complaint in writing, using a complaint form provided by the MDHEWD. It may be mailed or faxed to the department and must include supporting documentation. If there is no indication institutional remedies have been exhausted, the complaint will be returned for that purpose. Complaints that fall within the jurisdiction of the department will be investigated and resolved as appropriate by the relevant unit of the MDHEWD. All parties to the complaint will be notified of its resolution by mail.

The full Missouri complaint procedure can be accessed at:

<https://dhe.mo.gov/documents/POLICYONCOMPLAINRESOLUTION-reviseddraft.pdf>.

Students not residing in NC-SARA participating states may also address concerns to the state authority in their state of residence.