

GRIEVANCE POLICY/PROCEDURES

To ensure due process and enable a good faith dispute resolution environment, if a student has any problems or concerns regarding his or her classes or instructors, the student is encouraged to speak with the instructor first. If the problem is not resolved, the student should discuss the issue with their Department Head. If the issue is still unresolved, then the student should make an appointment with the Campus Director for further assistance, if required. The reason for the grievance policy is to resolve any complaints at the campus level. Should these conferences come to an impasse, the student may contact the Corporate Director of Education through the corporate office. A student who feels his or her problems and concerns are not able to be resolved within the organizational structure of Ohio Business College should contact the Executive Director of State Board of Career Colleges and Schools. The address is 30 East Broad Street, 24th Floor, Suite 2481, Columbus, OH 43215. The telephone number is (614) 466-2752 or (877) 275-4219 or at <https://scr.ohio.gov/information-for-students>. A student may also contact the Council on Occupational Education at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350. Telephone number (770) 396-3898 or (800) 917-2081 or at www.council.org. For Practical Nursing students may contact Ohio Board of Nursing, 17 S. High Street, Suite 660, Columbus, OH 43215. Telephone number (614) 466-3947 or at www.nursing.ohio.gov.

Grade Challenge. If a student feels he or she has been awarded an incorrect grade the student should first attempt to resolve the matter with the instructor. If this fails to result in a satisfactory agreement, the student must immediately submit a letter to the Registrar challenging the grade and contain all documents to support the challenge. If a student challenges a grade of F in a course that is a prerequisite to a course in the following sequence/quarter and the challenge is not successful, that student may not progress in that course until the student repeats the original challenged course. This may affect the student's full-time status the following quarter. If a student in the trades programs chooses to challenge a grade of "B-D" it must be resolved the first week of the next quarter. Practical Nursing students who choose a grade challenge it must be resolved prior to the first day of the next quarter start (a grade of "D" does not apply to Grade Challenge to the Practical Nursing students).