



Latin Beauty Academy, Inc.

CIE School Number: 3728

NACCAS School Referent Number: 019139-00

OPEID: 042420-00

"Fulfilling the Commitment of Instructing and Educating"

STUDENT GRIEVANCE POLICY AND PROCEDURE



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Purpose and Aims

Student grievances involves concerns, problems or complaints that students raise with classmates, faculty, staff, and/or administration. According to school catalog, Latin Beauty Academy, Inc. provides to all students the right to know how their grievances will be resolved. Latin Beauty Academy, Inc. promotes through the school grievance procedures to fairness and consistency in the treatment of individual students, and reflect the relevant policy on equal opportunities and avoidance of discrimination.

If a student violates Latin Beauty Academy, Inc.'s Standards of Conduct in a classroom or clinical salon, the first level of discipline lies with the instructor. If a situation demands further action, the Director of Education is responsible. If a student has a serious objection to the disciplinary action imposed, the student has the right to use the grievance process as outlined herein. When a student violates Latin Beauty Academy, Inc. Standards of Conduct outside the classroom but on campus, the Director of Education is the first level of discipline. If a student is dissatisfied with the disciplinary action imposed, the student has the right to use the grievance process as outlined herein.

The procedures will be followed when dealing with a grievance or dispute in relation to an individual's student. It will not generally be applied to collective disputes which are dealt with under a separate procedure. Allegations of harassment will also be dealt with under a separate procedure.

The policy and procedures aim to ensure that:

- the procedures are known by all students;
- any student can raise grievances and issues in respect of their program within the school;
- grievances are dealt with promptly and in a fair and supportive manner; and as near as possible to the point of origin; and
- a fair appeal procedure is available.

Scope

The procedure applies to all student of the school.

The procedure includes matters relating to:

- Discipline and Dismissal
- Harassment

The procedure excludes matters relating to:

- Matters over which the school has no control



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The Nature of Grievance

Grievances can arise from a variety of sources and it is important for members of the institution to recognize that many potential problems and difficulties can and are better resolved informally and as quickly as possible. Formal procedures are intended to be used for problems which are serious in themselves, or serious because they remain unresolved after informal steps have failed to achieve a satisfactory outcome.

Responsibilities

School Administration

The school administration will make and maintain a Grievance Policy and Procedures. The school administration has delegated to the faculty and staff the responsibility for dealing with student grievances. The school administration delegates responsibilities for dealing with grievances to appropriate Directors of Departments at the informal stage.

President/CEO

The President/CEO has the responsibility for managing the procedures and for resolving grievances as far as is reasonably practicable. The President/CEO must ensure that the procedures are known to all students.

The President/CEO delegates power to require appropriate line managers: Director of Education and Instructors to resolve grievances and disputes in the first instance- the instructor- and to pass the matter to the Director of Education if it has proved impossible to resolve satisfactorily.

Director of Education (DOE)

When the grievance has been formally raised with the Director of Education, he/she acts as a mediator investigating the fact of the conflict. It will be made clear to the student that the responsibility for the decision lies with the **School Grievance Committee**.

The Director of Education must aim to resolve any formal grievances referred to him/her as promptly and as sensitively as possible. The Director of Education must advise the student, in writing, that he/she may be accompanied by a trade union representative at the grievance meeting. The Director of Education ensures that any decision regarding the grievance is communicated to the student.

Director of Education will carry out a thorough investigation, after which he/she will make findings and recommendations. He/she does not have the authority to make decisions. During the course of the investigation, the Director of Education may be supported by faculty and/or staff.

Faculty and Staff

Faculty and Staff have the responsibility for ensuring that any informal grievance brought to their attention is considered promptly and a resolution sought. They are expected to apply the procedures and conduct any investigation in a sensitive and considerate manner. Faculty and Staff is expected to inform to the Director of Education that a grievance has been raised and is being dealt with informally.



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If it proves impossible to resolve a grievance satisfactorily, faculty and staff can refer the matter to the Director of Education with the consent of the complainant.

The Student

Students must first discuss a grievance on the relevant subject with their instructors, as soon as possible. The student might have the duty to use every endeavour to resolve the dispute satisfactorily as the school administration expects that students will also set out with the intention of settling the dispute as with respect and following the school rules.

Right of Appeal

If a complaint is not handled in a satisfactory manner, the student has the right to request the complaint to be referred to the **School Grievance Committee** consisting of the School President, a staff member, and an independent third party. This committee will meet within 21 calendar days of receipt of the complaint. Any and all discussions and meetings will be documented and a copy provided to the complainant at the time of the meeting. If more information from the complainant is needed, a letter will be written outlining the additional information. If no further information is needed the complaint committee will act on the allegations and a letter will be sent to the complainant within 15 days stating the steps taken to correct the problem, or information to show that the allegation was not warranted or based on fact.

If a complaint is not handled in a satisfactory manner, the student has the right to contact the **Commission for Independent Education of the Florida Department of Education, 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399, toll-free telephone number (888) 224-6684.**

Equal Opportunities

In all the procedures, all parties have equal opportunities policy and to ensure that there is no discrimination on the grounds of sex, race, disability, sexual orientation, religion and belief, nor age.

Monitoring and Review

The School Administration will review the policy every two years and after any formal disciplinary action has been taken.

Confidentiality

In order to preserve the rules of the natural justice for all parties, the Director of Education and President/CEO must ensure that matters relating to any disputes are not discussed outside the meetings called expressly to consider the matters or discussed with students, faculty, and/or staff who are not involved in the situation.



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GRIEVANCE PROCEDURE FLOWCHART

Action/Timescale

First Stage

Student → Instructor/
Staff Discuss happened situation
as soon as possible of the event.

Student ← Instructor/
Staffd Oral response immediately and
advisement

*(Most complaints can be resolved in an informal
manner: If Still Aggrieved)*

Second Stage

Student ↔ Director of
Education Take up within 15 working days a
decision can be made
May involve trade union

(If Still Aggrieved)

Third Stage

Director of → President/CEO Inform the event and request
a meet with the School
Grievance Committee: School President,
a staff member, and an independent third
party, as soon as possible.

Student ← Director of
Education Consult Personnel and inform in
writing on "Grievance Procedure" and
he/she is informed that the School
Grievance Committee will be met
within 21 working days.

Student ← Director of
Education By writing inform and confirm decision School
Grievance Committee in the next 15 working days.

(If Still Aggrieved)

Four Stage

Student → Commission for
Independent
Education (CIE)
Florida Contact by phone and/or in
writing, quoting reasons if the
complaint is not handled in a satisfactory
manner.



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Appeal Procedure Satisfactory Academic Progress (SAP) Determination

If a student is determined to not be making satisfactory academic progress, the student may appeal the determination within ten (10) calendar days. Reasons for which students may appeal a negative progress determination include death of a relative, an injury or illness of the student, or any other allowable special or mitigating circumstance. The student must submit a written appeal to the school on the designated form with supporting documentation of the reasons why the determination should be reversed. This information should include what has changed about the student's situation that will allow him or her to achieve Satisfactory Academic Progress by the next evaluation point. Appeal documents will be reviewed and a decision will be made and reported to the student within 30 calendar days. The appeal and decision documents will be retained in the student file. If the student prevails upon appeal, the satisfactory academic progress determination will be reversed and federal financial aid will be reinstated, if applicable.

The Criteria for Appeal are as Follows:

- Specify the mitigating circumstances that will be evaluated. The student must provide the information that will state what has changed in his or her status that will allow meeting SAP;
- Include specific procedures to be followed after an adverse determination for the evaluation of a student's mitigating circumstances when presented on appeal;
- Detail the student's responsibilities during the probationary period due to mitigating circumstances;
- Include specific procedures to re-establish eligibility;
- Include the student's responsibilities during the probationary period; and,
- Include specific procedures and minimum requirements for reinstatement of financial aid after a student's financial aid has been terminated for lack of satisfactory academic progress.