

Grievances

Students, and the parents/guardians of a minor, with complaints or grievances against the institution other than bullying or harassment (see the Procedure for Reporting section for bullying or harassment), have the right to present their concerns for resolution. The East Valley Institute of Technology grievance process consists of two steps, the informal and formal grievance. All concerns must be addressed via the informal process before moving to a formal grievance process. The institution adheres to the following procedure for resolving complaints/grievances.

Informal Grievance

Many complaints/concerns can be resolved through open communication with a faculty member, counselor, or administrator. If a student and/or parent/guardian have a complaint they should first discuss their concern with a faculty member or counselor. If a resolution is not achieved at this level the student, or parent/guardian of a minor should then meet with the appropriate program administrator. The informal grievance process should be initiated within thirty (30) calendar days of the time the student knew or should have known that there were grounds for the complaint or grievance. The student and/or parent/guardian shall exhaust the informal grievance process before filing a formal grievance.

Formal Grievance

If the informal grievance is not resolved to the student's and/or parent/guardian's satisfaction at the informal stage, a formal written grievance may be submitted to a school administrator or staff member. The formal grievance must be made within ten (10) calendar days of initiating the informal process. The form for submitting a written grievance will be provided by the program administrator. A grievance committee will convene to review the grievance and any supporting documentation. This may also include additional investigation and also interviews with those individuals associated with the complaint. The committee will make a recommendation to the Superintendent within fifteen (15) calendar days of when the formal grievance was submitted. The Superintendent will render a final decision, in writing, to the student or parent/guardian of a minor within ten (10) calendar days.

- A complaint or grievance may be withdrawn at any time. Once withdrawn, the process cannot be reopened if the resubmission is longer than the thirty (30) calendar days from the date of the occurrence of the alleged incident.
- Retaliatory or intimidating acts against any student who has made a complaint, or against a student who has testified, assisted, or participated in any manner in an investigation relating to a complaint or grievance, are specifically prohibited and constitute grounds for a separate complaint.
- Student work will not be reassessed or re-evaluated. Only documented clerical or procedural errors will alter the grade.
- When District officials have a reasonable belief or an investigation reveals that a reported incident may constitute an unlawful act, law enforcement authorities will be informed.

If a student or parent/guardian is still dissatisfied with the outcome of the grievance process, he/she can contact one of the following agencies, depending on whether or not the grievance is about a high school or adult education program:

- **High School Student** – Arizona Department of Education (ADE). Complaints may be submitted online at <https://www.azed.gov/adeinfo/about-ade/submit-complaint>
- **Adult Student** - Commission of the Council on Occupational Education (COE). Complaints can be mailed, or completed online. The online form is at: <https://council.org/>.

Written complaints with the supporting documentation can be mailed to: Council on Occupational Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350

Probation, Satisfactory Academic Progress Termination, Reinstatement (Adult Programs)

Probation

If a student does not meet the minimum standards in any evaluation period, the student will be placed on academic probation for a maximum of two evaluation periods. If a student is placed on academic probation, the school will reevaluate the student progress midpoint of the current evaluation term. If satisfactory academic progress is not achieved during the probation period, student will be suspended/terminated. The student will be required to meet with their faculty to establish a plan for improvement.

Students on academic probation must meet with an Enrollment Advisor prior to enrolling in future programs of study.

Satisfactory Academic Progress (SAP) Termination

If Satisfactory Academic Progress is not achieved during the probation period, the student's status will be changed from active to terminated. Termination will mean the student cannot enroll for one year. After a SAP termination and the subsequent 365-day waiting period, the student may submit a reinstatement request to return to the program.

Reinstatement

A student will be reinstated if the student submits a formal appeal and the appeal is approved.

Academic Dismissal Appeals (Adult Programs)

Any student who is recommended for dismissal due to academic failure and feels there are extenuating circumstances for the dismissal may make a formal appeal to a program administrator, program director or designee assigned by the Chief Academic Officer. A formal appeal, called a grievance, must:

- Be in writing and submitted to the appropriate person listed above within (2) two school days of when the student was dismissed.
- Include the extenuating circumstances that caused the student to not meet minimum grade point standards or attendance standards and why the student believes he/she should be considered for grievance and the steps he/she will take to improve academic or attendance performance.

- Include appropriate supporting documentation.
- Include how that condition or situation has been resolved thus allowing the student the ability to meet minimum grade point standards.

Students will be notified by the appropriate administrator by email or telephone of the results of their grievance and any restrictions or conditions pertaining to their grievance within two (2) school days of receiving the grievance. The outcome of a grievance may include a new probationary term or denial. All records concerning satisfactory or unsatisfactory progress are filed with the student's academic record.

NOTE: The grievance process for grades expires three months from the date the grade was issued.