

Student Complaint and Grievance Procedure

Policy:

At MTI College, we believe that student satisfaction is closely tied to student success. Because of this, we will go to great lengths to resolve any issues or complaints that are brought to our attention. We encourage students to voice their concerns and we recommend a three-step process for students to achieve a successful resolution to their complaint:

Step 1 – Speak to the staff or faculty member who you feel has the ability to immediately resolve your concern. Share your concerns and reasons for why you feel a correction of some order is necessary. If this effort is not successful or appropriate, please go to Step 2;

Step 2 – Contact the campus director (916-339-4371), director of education (916-339-4354) or director of operations (916 339-4360) and ask for their assistance in resolving your concern. If this effort does not produce a satisfactory resolution to your concern, please go to Step 3;

Step 3 – Complete a Request for Grievance. This easy-to-complete form is available from the deans' offices or online at: <http://www.mticollege.edu/services/student-concerns/>. Please return the completed form to the campus director or any dean. Once your request is received, you will be contacted within 2 business days to schedule a hearing.

The grievance hearing allows the student to present his or her case before a panel consisting of a student, an instructor, and an administrator, all of whom will seek to be impartial when reviewing the facts and reaching a decision. Emphasis will be placed on the interpretation and application of school and academic policy. The student will be notified of the outcome of his or her grievance within one week of the hearing. All parties understand that the decision of the grievance hearing is final.

In the unlikely event that MTI is unable to resolve your complaint, the following California agencies, accrediting and approval bodies have processes available for receiving and responding to student complaints. Those listed below oversee MTI College and/or have a clear understanding of specific programs and service areas offered to our students.

Students may acquire assistance from one or more of the following agencies:

For issues or complaints regarding....	Please contact...
Institutional Complaints	Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges (WASC) 10 Commercial Boulevard, Suite 204 Novato, CA 94949 http://www.accjc.org/complaint-process
Financial Aid or Cal Grant	California Student Aid Commission PO Box 419026 Rancho Cordova, CA 95741 http://www.csac.ca.gov
Veterans	California State Approving Agency for Veterans Affairs 1227 O Street, Suite 314 Sacramento, CA 95814 https://www.calvet.ca.gov/CSAAVE
Cosmetology Program	California Board of Barbering and Cosmetology PO Box 944226 Sacramento, CA 94244-2260

For issues or complaints regarding....	Please contact...
	http://www.barbercosmo.ca.gov
Paralegal Program	American Bar Association 321 N. Clark Street, 19th Floor Chicago, IL 60654-7598, http://www.americanbar.org/groups/paralegals/contact_us.html
Phlebotomy Program	California Department of Health Services Lab Field Services 320 W. Fourth Street, Suite 890 Los Angeles, Ca 90013 http://www.cdph.ca.gov/programs/lfs

Procedure:

Please contact the campus director if you have questions or would like clarification.