

GRIEVANCE & APPEAL PROCEDURES

Purpose

Cambridge College of Healthcare & Technology (CCHT) is committed to maintaining an educational environment that promotes fairness, respect, and open communication. Students who believe they have been treated unfairly or who have concerns regarding institutional policies, procedures, faculty, staff, services, or other non-academic matters are encouraged to utilize the College's formal grievance process.

GRIEVANCE

Grievance Defined

A formal written complaint submitted by a student alleging that an action, decision, practice, or condition of the institution, its employees, or its representatives has adversely affected the student and is believed to be unfair, improper, or inconsistent with institutional policies, procedures, disciplinary actions, or applicable requirements.

Disciplinary actions include those related to violations of the Student Code of Conduct, behavioral misconduct, suspension, disciplinary dismissal, or other sanctions imposed by the institution.

Informal Resolution

Whenever possible, students should first discuss their concern with the individual(s) directly involved in an effort to reach an informal resolution (faculty member or program director). If the issue cannot be resolved informally or if the student is uncomfortable discussing the matter directly, the student may proceed with the formal grievance process.

Formal Grievance Process

Step 1 – Submission of Written Grievance

A student wishing to file a formal grievance must submit a written grievance to the Campus President or Academic Dean within ten (10) business days of the event or decision giving rise to the complaint (excludes federal holidays and published campus closures).

***Must be submitted using the Grievance Submission Form and should include:**

- Individuals involved
- Detailed description of the concern
- Supporting documentation, if applicable
- The resolution being requested

Anonymous grievances may be reviewed when sufficient information is provided; however, anonymity may limit the College's ability to investigate and resolve the matter.

If the grievance is regarding the Campus President or Academic Dean, proceed to file the grievance with the Vice President of Regulatory & Compliance following the procedure in the **Grievance Appeals Process outlined below.*

Step 2 – Acknowledgment

The College will acknowledge receipt of the grievance within five (5) business days and advise the student if additional information is needed (excludes federal holidays and published campus closures).

Step 3 – Investigation

The Campus President or Academic Dean administrator will conduct an impartial review of the grievance.

The investigation may include:

- Review of institutional records
- Interviews with the student, faculty, staff, or witnesses
- Review of applicable institutional policies and procedures
- Collection of supporting documentation

Individuals with a conflict of interest will not participate in the investigation or decision-making process.

Conflict of Interest: A situation in which an individual's personal, professional, financial, or other interests or relationships could reasonably be perceived as affecting their impartiality or objectivity in the investigation or decision-making process.

Step 4 – Written Determination

A written decision will be issued within fifteen (15) business days after receipt of all necessary information (excludes federal holidays and published campus closures). If additional time is required due to the complexity of the investigation, the student will be notified of the delay and provided with an estimated completion date.

The final written determination will include:

- Summary of the grievance
- Findings of the investigation
- Applicable institutional policies
- Decision
- Corrective action, if warranted
- Appeal instructions, if warranted

Grievance Appeals Process

If the student believes the grievance was not resolved appropriately, the student may submit a written appeal to the Vice President of Regulatory & Compliance within five (5) business days of receiving the written determination (excludes federal holidays and published campus closures). The appeal should be submitted via email to jorloff@cambridgehealth.edu.

The grievance appeal must be submitted using the **Grievance Appeal Form** and clearly state one or more of the following:

- New evidence that was not previously available;
- A procedural error that significantly affected the outcome; or
- Evidence that the decision was inconsistent with institutional policy.

The Vice President of Regulatory & Compliance will review the appeal, may request additional information, and will issue a final written decision. The decision of the Vice President of Regulatory & Compliance is final.

ACADEMIC APPEAL

Academic Appeals Process

Students have the right to appeal certain academic institutional decisions. Appeals must be submitted in writing using the institution's approved appeal form and supported by appropriate documentation. Examples include disputes regarding grades, attendance, academic dismissal, etc.

Appeals Requirements

1. Students are permitted one (1) formal appeal per issue.
2. Appeals must be submitted within five (5) business days of the decision/notification being appealed unless otherwise specified by institutional policy or physically unable due to extenuating circumstances (excludes federal holidays and published campus closures). Appeals that are not submitted within this timeline will not be granted
3. Appeals must include all supporting documentation at the time of submission.
4. Filing an appeal does not automatically delay or suspend institutional action.

Appeal Submission Process:

- Student must submit the official **Appeals Request Form** with supporting documentation to the office of the Registrar within five (5) business days of the decision or event (excludes federal holidays and published campus closures).
 - Note – supporting documentation is a requirement to submit an appeal.
- Once all completed appeals documentation is received, the Registrar will schedule a virtual appeal meeting with the student, the Appeals Committee, any involved parties and provide that date of the scheduled meeting. The appeals committee meets twice monthly.
- During the meeting, the Appeals Committee shall review the documentation and may request additional information.
- An appeal will be considered denied if the student fails to attend the scheduled appeal meeting.

Academic Appeals Process

If the student believes the appeal was not resolved appropriately, the student may submit a written appeal to the Vice President of Regulatory & Compliance within five (5) business days of receiving the written determination (excludes federal holidays and published campus closures). The appeal should be submitted via email to jorloff@cambridgehealth.edu.

The academic appeal must be submitted using the **Academic Appeal Form** and clearly state one or more of the following:

- New evidence that was not previously available;
- A procedural error that significantly affected the outcome; or
- Evidence that the decision was inconsistent with institutional policy.

The Vice President of Regulatory & Compliance will review the appeal, may request additional information, and will issue a final written decision. The decision of the Vice President of Regulatory & Compliance is final.

Meeting Composition:

The meeting will include the Campus President or Academic Dean, the Dean of the student's program, five (5) appointed appeals committee members, the Registrar, the student filing the appeal, and any involved parties.

Virtual meeting presentation:

The student will have the opportunity to verbally present their appeal and provide clear and concise arguments for reinstatement. If a student has connectivity or technology concerns that may affect their ability to participate in the appeal meeting, the institution may provide an appropriate space on campus to facilitate participation. Such arrangements must be requested in advance of the scheduled appeal meeting.

Question and Answer Session:

Following the presentation, the committee may ask questions for clarification.

Decision Process:

The Appeals Committee will review the appeal and make a decision based on the presentation and submitted documents. The student will be notified of the decision via email within five (5) business days of the meeting (excludes federal holidays and published campus closures).

Conditions for Reinstatement:

If the appeal is successful, specific conditions for reinstatement may be imposed (e.g., academic probation, counseling, limited course load).

Record Maintenance

The College maintains grievance records in accordance with institutional **Student File Record Retention Policy**. Records include the written grievance, supporting documentation, investigation materials, correspondence, decisions, appeals, and final resolutions. Grievance records are reviewed periodically to identify trends and opportunities for institutional improvement.

Protection Against Retaliation

The College prohibits retaliation against any student. Allegations of retaliation will be investigated and addressed through the College's disciplinary procedures.

Biannual Review

The College reviews grievance records Biannually to evaluate recurring concerns, identify trends, and implement corrective actions when appropriate to improve institutional effectiveness and student services.

External Complaint Process

Students are encouraged to exhaust all institutional grievance procedures before filing complaints with external agencies.

Students may also file complaints with appropriate regulatory or accrediting agencies, including the Accrediting Bureau of Health Education Schools (ABHES) or applicable state licensing agencies, in accordance with each agency's published complaint procedures. See listing below.

Filing a complaint with an external agency does not replace the College's internal grievance process.

If, in the judgment of the student, there is still no satisfactory resolution, the student may contact:

Commission for Independent Education Florida (Florida Schools Only)

Department of Education 325 West Gaines St., Ste. 1414
Tallahassee, Florida 32399-0400
Phone 888-224-6684

<https://www.fldoe.org/policy/cie/>

Georgia Nonpublic Postsecondary Education Commission (Georgia School Only)

2082 East Exchange Place - Suite 220
Tucker, Georgia 30084
Phone 770-414-3300 Fax 770-414-3309

<https://gnpec.georgia.gov>

Any complaints to GNPEC must be completed using the required link below:

<https://gnpec.georgia.gov/student-resources/complaints-against-institution/gnpec-complaint-form>

Accrediting Bureau of Health Education Schools (ABHES)

6116 Executive Blvd Suite 730 North Bethesda, MD 20852

Phone (301) 291-7550

www.abhes.org

Commission on Accreditation of Allied Health Education Programs (CAAHEP)

9355 - 113th ST N #7709 Seminole, FL 33775

Phone (727) 210-2350

caahep.org

Joint Review Committee on Education in Diagnostic Medical Sonography (JRCDS)

P.O. Box 2050

Ellicott City, MD 21041

Phone (443) 973-3251

JRCDS.org

Accreditation Commission for Education in Nursing (ACEN)

3390 Peachtree Rd, NE Suite 1400 Atlanta, Georgia 30326

404-975-5000

www.acenursing.org

Commission on Accreditation for Health Informatics and Information Management (CAHIIM)

200 East Randolph Street, Suite 5100

Chicago, IL 60601

312-235-3255

cahiim.org