



Freesialearning.com
6524 Matilija Avenue
Valley Glen, Ca 91401

STUDENT GRIEVANCE PROCEDURE

Students enrolled in **VRTS** skill training programs have certain grievance rights that may be exercised at any time. The following instructions are available in order to provide the student with a straightforward method to inform **VRTS** of a complaint before it becomes challenging for that student to keep attending classes:

- a) A student may lodge a complaint by communicating orally or in writing to any teacher, administrator, admissions personnel, or counselor.
- b) The recipient of the complaint shall notify the person authorized to resolve complaints as soon as possible.
- c) If a student orally delivers the complaint and the complaint is not resolved either within a reasonable period or before the student again complains about the same matter, **VRTS** will advise the student that a complaint must be submitted in writing and shall provide the student with a written summary of the complaint procedure.
- d) Within 10 days of receiving a complaint in writing, **VRTS** will provide the student with a written response, including the summary of the investigation and disposition of it. If the complaint or relief requested by the student is rejected, the reasons for the rejection will be included in the summary.
- e) If the complaint is valid, and involves a violation of the law, it will be resolved within 30 days after the student first made the complaint. If the issue is not resolved to the student's satisfaction, the student may notify his or her counselor, or any other parties he or she deems appropriate in this matter.
- f) The student's participation in the complaint procedure and the disposition of a student's complaint shall not limit or waive any of the student's rights or remedies. Any document signed by the student that purports to limit or waive the student's rights and remedies is void.

Any questions or problems concerning this school, which have not been satisfactorily addressed or resolved by the school, should be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, website: www.bppe.ca.gov, phone(s): (916) 431-6959, 1-888-370-7589, fax: (916) 263-1897.