

## Grievance and Appeals Process

Should the candidate question prerequisites for program participation, program requirements, participation hours, special needs provisions, anti-discrimination policy, program extension request rationale, and/or denial of Preliminary Administrative Services Credential/Added Authorization, the following process will be implemented:

Grievances regarding instruction/grading must begin with the instructor.

- Step 1** The candidate will submit his/her grievance in writing to the Program Director.
- Step 2** Following review of the grievance, the Program Director will confer with the candidate to attempt to resolve the issue within two weeks of receiving the written concern.
- Step 3** If a satisfactory resolution cannot be reached, the Program Director, candidate and Director will meet to review the grievance.
- Step 4** If a satisfactory resolution cannot be reached, the Program Director will meet with the Program Administration Team to review the grievance, the proposed resolution, and make a final decision regarding the grievance.
- Step 5** The decision of the Program Administrator Team will be final; a written decision will be forwarded to the candidate within seven days following the Team meeting.

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