

## GRIEVANCE POLICY

Should the need arise; a student who has a grievance with a member of the school staff or a student of LaBarberia Institute of Hair should discuss the problem with the School Director, Director of Operations, Administrative staff member or an Instructor. The school staff will keep the complainant(s) informed as to the status of the complaint as well as the final resolution. All complaints must be in written form. Complaint forms are available in the administrative office.

- All complaint forms need to be registered within 14 school days of the date the act of the grievance occurred.
- The complaint form will be given to the Director or Principal Administrator.
- Interviews with appropriate staff and other students may be necessary to reach a final resolution of the complaint. In cases of extreme conflict, it may be necessary to conduct an informal hearing regarding the complaint. If necessary, the Director will hold a meeting with the school advisory board. The hearing will occur within 30 days of registered complaint. The hearing will be informal with the student presenting his/her case followed by the school's response. The school advisory board will be allowed to interview all involved parties. Within 30 school days of the hearing, the advisory board will prepare a report summarizing each witness's testimony and recommend resolution for the dispute. School Director will consider the report and either accept, reject or modify the recommendations of the advisory board.
- A copy of the fully executed complaint form will be filed in students file.
- Students must exhaust the institutions internal complaint process before submitting the complaint to the Ohio State Cosmetology and Barber Board, when applicable at (614) 466-3834, 1929 Gateway Circle Grove City, Ohio 43123 or [www.cos.ohio.gov](http://www.cos.ohio.gov)
- The owner, director of operations and/or administration staff will address issues or complaints from the staff or consumers. Staff and consumers may also submit their complaint to the state board at the phone number and addresses listed above.