

## GRIEVANCE POLICY

The administration, faculty, and staff of Ruben’s Five Star Academy maintain an open-door policy for students to voice their concerns or complaints. Occasionally, a student or former student will require assistance with a problem at a level outside of Ruben’s Five Star Academy. **As of now NO complaints have been filed.**

Ruben’s Five Star Academy grievance procedure is as follows:

1. The student attempts to handle the grievance with the instructor in a calm and professional manner.
2. If the grievance cannot be settled at this level, the student may ask for the intervention of the Student Services office to attempt to mediate, arbitrate, or rectify the situation. In most cases, complaints can be discharged at this level of intervention.
3. If a satisfactory result cannot be accomplished at this level, a written description of the grievance can be directed to the school President. The School President will evaluate the grievance and gather information. The student will be kept informed by the School President as to the status of the grievance, as well as the resolution of the problem.
4. In cases where the grievance is not settled at the institutional level, the student may also contact the Department of Education that regulates the institution:

**The Commission for Independent Education (CIE)**

325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400

Phone: (850) 245-3200, Toll free: (888) 224-6684

[www.fldoe.org/cie](http://www.fldoe.org/cie)

**Council on Occupational Education (COE)**

7840 Roswell Road, Building 300, Suite 325

Atlanta, GA 30350

Telephone (Local): 770-396-3898

Telephone (Toll-Free): 800-917-2081

Fax: 770-396-3790

<http://www.council.org/>

**The US Department of Education**

<https://studentaid.gov/feedback-center/login/complaint>