

GRIEVANCE POLICY

There may be times when a student has a complaint or grievance concerning a problem experienced at Taylor Business Institute that he or she may believe cannot be satisfactorily resolved through the ordinary channels. In such instances, the student may wish to file a written grievance regarding the matter.

The grievance process involves the following steps:

Step One: The student should first request a conference with the faculty or staff member who is directly involved in the matter. The student should discuss the issues and seek a resolution.

Step Two: If a mutually satisfactory resolution cannot be reached through a direct conference, the aggrieved party should request a conference with the employee's immediate supervisor or the appropriate program dean.

Step Three: If it is an education matter and a conference with the program dean fails to result in a resolution satisfactory to all concerned parties, the aggrieved party may seek a resolution from the Dean of Academic Affairs.

Step Four: If, after all of the above steps have been completed and the grievance is still not satisfactorily resolved, the aggrieved party may present all facts relevant to the grievance in writing to the President of the college. This step must be completed within 48 hours of receipt of the supervisor's opinion in Step Three.

Within 24 hours of receipt of a written grievance, the President will schedule a Grievance Committee Hearing and notify all parties concerned. The Committee will consist of the President or her designee and two staff or faculty members not involved in the matter in question.

All persons directly involved, or their representatives, must be present at the hearing. Both parties will be given the opportunity to discuss the grievance at that time. The Grievance Committee will then excuse the parties and immediately review and rule on the case. The decision of the Committee will be communicated to those involved in the grievance within 48 hours. The Committee decision will be final.

While TBI does its best to resolve issues of concern to students, students who remain unsatisfied after exhausting their remedies with TBI may elect to seek resolution with appropriate external bodies. These include the state licensing and approval bodies, the institution's accrediting body, or the U.S. Department of Education.

The Accrediting Council for Independent Colleges and Schools (ACICS) provides complaint procedures for the filing of complaints against accredited institutions. ACICS requires that the complainant have exhausted all complaint and grievance procedures provided under institutional policy before registering a complaint with ACICS. Should such a complaint be filed, ACICS will review the matter to determine whether there may have been any violation of its criteria and/or

standards, and can take action only if it is determined that there has been such a violation. ACICS can be contacted at:

750 First Street NE, Suite 980
Washington, DC 20002
(202) 336-6780

Illinois Board of Higher Education (IBHE)

1 N. Old State Capital Plaza, Suite 300
Springfield, Illinois 62701-1404
(217) 782-2551
(217) 557-7359
Institutional Complaints Hotline (888) 261-2881 TTY

Further, if the student is not satisfied with any of these outcomes, complaints against this school may be registered with the Illinois Board of Higher Education through their online complaint system at <http://complaints.ibhe.org>, accessible through the agency's homepage (www.ibhe.org). The IBHE online complaint site includes step-by-step instructions and key information about the complaint process.