

## **Grievance Policies** **Updated 2020**

### Complaints:

If students have complaints about a classroom situation, they should first attempt to resolve the situation with the instructor. If resolution cannot be made with the instructor, or if the complaint is about a general school policy over which the instructor has no jurisdiction, then the student may contact the School Director or the Executive Vice President for mediation.

If the complaint cannot be resolved at the school level through its complaint procedure, students may contact the South Carolina Commission on Higher Education or the Texas Workforce Commission.

Students are not subject to unfair action or treatment as a result of the initiation of a complaint. Arclabs Corporate Office will make every effort to resolve student complaints.

Arclabs Corporate Director:  
Heidi Bray  
2615 Highway 153, Unit B-3  
Piedmont, SC 29673  
Phone: 864.236.9995  
Heidi.Bray@arclabs.com

#### South Carolina Students:

The complaint form for the South Carolina Commission on Higher Education is available at the following link:

[http://www.che.sc.gov/CHE\\_Docs/AcademicAffairs/License/Complaint\\_procedures\\_and\\_form.pdf](http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf)

South Carolina Commission on Higher Education  
Attn: Stacey Price  
1122 Lady Street, Suite 300  
Columbia, SC 29201

#### Texas Students:

Texas Workforce Commission Career School and Colleges, Room 226T  
101 East 15th Street  
Austin, Texas 78778-0001  
Phone: 512.936.3100  
<https://csc.twc.state.tx.us>

NOTICE TO STUDENTS: ACCET COMPLAINT PROCEDURE

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. When problems arise, students should make every attempt through the formal complaint procedure within the institution to find a fair and reasonable solution.

However, in the event that a student has exercised the channels available within the institution to resolve the problem(s) by way of the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be in writing and mailed, faxed, or emailed to the ACCET office. Complaints received by phone will be documented, and the complainant will be requested to submit the complaint in writing.
2. The letter of complaint must contain the following:
  - a. A detailed description of the problem(s);
  - b. The approximate date(s) that the problem(s) occurred;
  - c. The full name(s) and title(s) or position(s) of the individual(s) involved in the problem(s), including both institutional staff and/or other students who were involved;
  - d. Evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
  - e. The name and mailing address of the complainant; if the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved.
3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g., the student's enrollment agreement, the syllabus or course outline, correspondence between the student and the institution).

4. SEND TO: ACCET

CHAIR, COMPLAINT REVIEW COMMITTEE  
1722 N Street, NW  
Washington, DC 20036  
Telephone: (202) 955-1113  
Fax: (202) 955-1118 or (202) 955-5306  
Email: [complaints@accet.org](mailto:complaints@accet.org)  
Website: [www.accet.org](http://www.accet.org)

Note: Complainants will receive an acknowledgement of receipt within 15 days.

Section 504 Grievance Procedure:

It is the policy of Arclabs Welding School not to discriminate on the basis of disability. Arclabs Welding School has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act

of 1973 (29 U.S.C. 794) of the U.S. Department of Health and Human Services regulations implementing the Act. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance. The Law and Regulations may be examined in the office of the Section 504 Coordinator – **Heidi Bray, Executive Vice President, 864.236.9995, Heidi.Bray@arclabs.edu** – who has been designated to coordinate the efforts of Arclabs Welding School to comply with Section 504.

Any person who believes he or she has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for Arclabs Welding School to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Section 504 Coordinator within 45 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 504 Coordinator (or her designee) shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 504 Coordinator will maintain the files and records of Arclabs Welding School relating to such grievances.
- The Section 504 Coordinator will issue written decision on the grievance no later than 30 days after its filing.