

STUDENT GRIEVANCE PROCEDURE

If a student has a complaint with regard to Classic Cooking Academy, the program, the staff, or other students, the student in question should take the following steps:

1. Every effort should be made to resolve the problem informally. To accomplish this, the student is encouraged to talk directly with the faculty or staff member. Then, the problem must be defined and an attempt is needed to find a fair and reasonable solution.
2. If informal efforts are unsatisfactory or unsuccessful, a formal grievance may be filed with the Directors of the school. The grievance should be in writing and should include the name of the respondent and a description of the specific incident(s) forming the basis of the grievance, an outline of the informal steps taken to resolve the matter, and reference to the desired outcome(s) if appropriate. The formal grievance should be presented no later than 30 days after the student has knowledge of the problem.
3. The School Director will investigate and decide how the problem should be resolved and will render a decision written summary to the student within five (5) days after the receipt of the complaint. All formal (written) complaints will be recorded in the school files.

If the complaint cannot be resolved after exhausting the school's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is:

Arizona State Board of Private Postsecondary Education
1400 W. Washington Street, Room 260
Phoenix, AZ 85007
Phone: (602) 542-5709
Website: www.azppse.gov