

Student Complaint Procedure

The Student Complaint Procedure has been established so that students can resolve difficulties or problems encountered in school-related activities. Student complaints are taken seriously and therefore, must be of a compelling, substantive, and verifiable nature. Repeated filings of the same complaint, filings of a frivolous nature, or capricious complaints made against school personnel and policies will be considered an abuse of the student complaint process and will be dismissed.

Complaints that do not follow the process described below will not be considered by the school. The step-by-step process for resolving student complaints is as follows:

1. The complainant must file a written, signed statement with the school Compliance Officer, Carrie Corey. If other individuals are involved, the statement will be shared with all named in the complaint. The charges must be brought within a reasonable time period of the alleged act that is the basis of the complaint. Unless there are extenuating circumstances, five (5) working days shall be considered to be reasonable time.
2. The school's compliance officer will investigate the charges and interview all witnesses or otherwise involved parties. Upon conclusion of the investigation, the school compliance officer will determine whether the complaint merits dismissal or further action.
3. If it is determined that the complaint merits further action, a disciplinary committee meeting, comprised of the Owner/Directors, Laurie Craig, and Carrie Corey, will be scheduled no later than fifteen working days after the conclusion of the investigation.
4. Within 72 hours of the meeting, the committee will make a final decision and notify the involved parties of the decision.
5. School proceedings are private meetings and are not to be construed as legal proceedings. While an individual may choose to obtain legal counsel for advice, such counsel will not be allowed in the proceedings themselves. However, an investigation and findings do not curtail an individual from pursuing legal action in a recognized court of law.
6. Any information regarding an investigation and the subsequent findings will be held by the school. These records will not be a matter of public record unless a subpoena or other legal action requests such documents.

Georgia Massage School is authorized by the Georgia Nonpublic Postsecondary Education Commission (NPEC). If a student finds that a complaint/grievance has not been satisfactorily handled, the student may consider appealing to the Commission in writing at the following address:

**Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220
Tucker, GA 30084
(770) 414-3300**

<https://gnpec.georgia.gov/student-resources/student-complaints>