

## Grievance Policy

Every student is encouraged to discuss his or her concerns or complaints with his/her CTCA instructor, Student Success Manager, or other staff member most able to assist the student in resolving the matter. If, however, the student is not satisfied with the result of these efforts, then the student may pursue a formal grievance by following the procedure below:

1. File a grievance in writing or via email with the Chief Academic Officer describing the basis of the complaint in enough detail to allow an investigation under this procedure. The complaint should also include the student's name, telephone number, email address, mailing address, and the date of the complaint.
2. Once CTCA receives the time stamped email or the postmarked grievance, the Chief Academic Officer or designee will schedule an appointment with the student within three (3) working days to discuss the complaint.
3. The Chief Academic Officer or designee will confirm the completion of the investigation with a time-stamped written report of the disposition of the complaint mailed to the student within five (5) working days of the first meeting with the student.
4. If the student is not satisfied with the Chief Academic Officer or designee's report of disposition of the complaint, the student may appeal this result in writing to the Chief Executive Officer of CTCA within 10 working days of receipt. The appeal letter must include a copy of the written disposition report and an explanation why the student is not satisfied with that outcome.
5. The Chief Executive Officer or designee will review the written disposition report and the student's appeal letter and will conduct any further investigation necessary, including requesting additional information from the student or Chief Academic Officer.
6. The Chief Executive Officer or designee will provide both the student and the Chief Academic Officer with a time-stamped written appeal finding mailed within 10 working days of the receipt of the appeal letter. This written decision is the final disposition of the complaint.

Complaints should be submitted in email to [studentgrievances@comptiatech.org](mailto:studentgrievances@comptiatech.org) or in writing to the following address: CompTIA Tech Career Academy Attn: Complaint Department  
3500 Lacey Road, Suite 100 Downers Grove, IL 60515

Students will not be subject to any unfair action and/or treatment by any CTCA school official as a result of the initiation of a complaint.

### Illinois Complaint Procedure

If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Illinois Board of Higher Education, Division of Private Business and Vocational Schools. Student complaints must be submitted in writing to the Board (Section 85(i)(1) of the Act). Information about the complaint may be submitted online through the IBHE website ([www.ibhe.org](http://www.ibhe.org)). Additional information regarding the complaint process can be obtained by contacting the Board at:

#### ***Illinois Board of Higher Education***

Division of Private Business and Vocational Schools

1 N. Old State Capitol Plaza, Suite 333, Springfield IL 62701-1377

Phone Number: (217) 782-2551 Fax Number: (217) 782-8548 Website: [www.ibhe.org](http://www.ibhe.org)