

# Grievance Policy

Every student is encouraged to discuss his or her concerns or complaints with his/her academic advisor or the CTCA instructor or staff 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. Make a **signed**, written complaint to the Chief Academic Officer describing the basis of the complaint in sufficient detail to allow an investigation under this procedure. The complaint should also include the student's name, telephone number, email address, and the date of the complaint.
2. The Chief Academic Officer or designee will schedule an appointment with the student within three working days to discuss the complaint.
3. The Chief Academic Officer or designee will confirm the completion of the investigation with a written report of the disposition of the complaint mailed to the student within five 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 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 writing to the following address:  
CompTIA Tech Career Academy Attn: Complaint Department  
3500 Lacey Road, Suite 100  
Downers Grove, IL 60515

## Illinois

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)