

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 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 CTCA 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, mailing address, and the date of the complaint.
2. Once CTCA receives the time-stamped email or the postmarked letter, the Chief Academic Officer (CAO) or designee will schedule an appointment with the student within three (3) working days to discuss the complaint.
3. The CAO 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 CAO or designee's report of disposition of the complaint, the student may appeal this result in writing to the Chief Executive Officer (CEO) 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 CEO 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 CAO.
6. The CEO or designee will provide both the student and the CAO 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 via email to 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.

North Carolina

If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the North Carolina Community College System, Office of Proprietary School Licensing and Services.

NORTH CAROLINA COMMUNITY COLLEGE SYSTEM
Office of Proprietary Schools
200 W. Jones Street
Mailing Address: 5001 Mail Service Center Raleigh, NC 27699-5001
Telephone: (919) 807-7061 Fax: (919) 807-7169
Website: <http://www.nccommunitycolleges.edu/proprietary-schools>