

GRIEVANCE AND COMPLAINT PROCESS

Any questions, concerns, or grievances a student has while at LSB may be directed to the appropriate person as outlined below. Concerns should first be raised on an informal basis with the instructor, or staff member with whom the student has a concern. In most cases a concern can be resolved in this manner. If this approach does not resolve the concern, students may begin the formal grievance procedure by presenting a written description of the complaint to the instructor or staff member with whom the student has a grievance. This written complaint should include as much information as possible to help in addressing the concern and must include the student name, address, email address and telephone numbers.

In the event that a resolution is not established at this first level, the student must request that the concern be considered at the next level. There are four levels in the formal grievance process. At the first level the instructor or staff member addresses the concern. At the second level the Student Services Office addresses the concern. At the third level the Academic Dean, Director of Admissions, or Senior Finance Coordinator, addresses the concern, as appropriate. At the fourth level the Executive Director addresses the concern. The student and institution both agree that any grievance still remaining will be finally resolved through binding arbitration. The school is licensed by the State Board of Private Licensed Schools. Any concerns which are not satisfactorily resolved by the Executive Director may be brought to the attention of the Board at the following address: State Board of Private Licensed Schools, Pennsylvania Department of Education, 333 Market Street, Harrisburg, PA 17126-0333. The school is also accredited by the Accrediting Council for Independent Colleges & Schools. They may be contacted at 750 First Street, NE, Suite 980, Washington, DC 20002-4223, phone (202) 336-6780.