Student Grievance Procedure

Any student who desires to file a grievance about any action, employee, or student of the school must follow the procedure outlined below:

1. The aggrieved student should first bring the matter to the attention of his/her instructor within 24 hours of the grievance. The instructor has two days to resolve the issue.

2. If the student is not satisfied at this level or if the student for some reason feels unable to bring the matter first to the attention of the instructor, the matter should then be brought to the attention of the Director of Allied Health, Director of Cosmetology or Director of Nursing Education within one day. These individuals have two days to resolve the issue.

3. If the matter remains unresolved at this point the student may then bring it to the attention of the School Director within one day. The School Director should resolve the issue within four days.

1. If the matter cannot be resolved by the School Director, the student may appeal, in writing within 14 days of grievance, to the Board of Directors of CCC at 713 West Hundred Road, Chester, VA 23836. The Board of Directors will have 30 days to respond to the written complaint. Their decision ends the in-house process.

After a student has exhausted all means listed above, and the matter remains unresolved, he/she may seek arbitration through the State Council of Higher Education for Virginia, in writing, at the following address:

State Council of Higher Education for Virginia
James Monroe Building
101 North Fourteenth Street
Richmond, VA 23218

The State Council for Higher Education for Virginia provides an impartial panel to hear the concerns of the aggrieved party and intervene to resolve the conflict.

Students may also contact the Council on Occupational Education, in writing, regarding any matters which they are unable to resolve by following the procedures outlined above. The address and phone number for the commission are:

Council on Occupational Education
7840 Roswell Road, Building 300, Suite 325
Atlanta, Georgia 30350
Phone: 770-396-3898

Students will not be subject to unfair actions as a result of initiating a complaint proceeding.