

Grievance Policy/Procedure

Kenneth Shuler's Schools attempt to handle all complaints within the school and with the available staff. Our procedure is that a student may approach a school employee with a complaint. This should follow the chain of command within the school. If this does not seem appropriate, the student may use the 1-800 number provided below. The situation is discussed with the employee concerned, the student, and at least one other school employee. This generally happens within the week of the complaint. If, after careful evaluation, the problem cannot be resolved, the results of the first meeting are written up and signed by all three (3) parties and the matter is addressed to our Administrative Staff. Within a week, the Administrative Staff will meet with the concerned parties, either in person or by phone, to try to resolve the situation.

Further attention, if needed, is then directed to Mr. Shuler. All attempts should be made to resolve the matter through the school. If not satisfied at this result, the student is open to pursue the matter with the South Carolina State Board of Cosmetology. After that procedure, a student may contact NACCAS, the National Accrediting Commission of Career Arts and Sciences. We respectfully request that everyone use this procedure in this sequence.

The following information is provided:

Kenneth Shuler Corporate Office:
1-800-242-9123

S.C. Department of Labor, Licensing, and Regulation
Board of Cosmetology – State Authorizing Agency
Post Office Box 11329
Columbia, S.C. 29211-1329

<http://www.llr.sc.gov/POL/Cosmetology/index.asp?file=complaint.htm>

NACCAS – National Accrediting Commission of Career Arts and Sciences
3015 Colvin Street
Alexandria, V.A. 22314

