

# 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

[info@kennethshuler.com](mailto:info@kennethshuler.com)

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



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In accordance with the institution's mission statement, the school will make every attempt to resolve any student grievance that is not frivolous or without merit. Grievance procedures will be included in the orientation thereby assuring that all students know the steps to follow should they desire to register a grievance. Final resolution of all grievances will be retained by the school in order to determine the frequency, nature, and patterns of grievances for the institution. The following procedure outlines the specific steps of the grievance process:

1. Prior to filing a formal grievance, the student should notify the appropriate staff member of the situation by following the chain of command: Instructor -> Education Leader -> School Director -> Formal Complaint.
  2. In the event that there isn't a resolution through the chain-of-command, then the student should submit the grievance in writing, by submitting an email to [info@kennethshuler.com](mailto:info@kennethshuler.com), within 15 days of the date that the act which is the subject of the grievance occurred. The email must include what happened, when it happened, who all was involved, who witnessed the situation, and how it affected you as a student.
  3. The grievance will be reviewed by management and a response will be sent in writing to the student within 30 days of receiving the grievance. The initial response may not provide for final resolution of the problem but will notify the student of continued investigation and/or actions being taken regarding the grievance.
  4. Depending on the extent and nature of the grievance, interviews with appropriate staff and other students may be necessary to reach a final resolution of the grievance.
  5. In cases of extreme conflict, it may be necessary to conduct an informal hearing. If necessary, management will appoint a hearing committee consisting of one member selected by the school who has had no involvement in the dispute and who may also be a corporate officer, another member who may not be related to the student filing the grievance or another student in the school, and another member who may not be employed by the school or related to the school owners. The hearing will occur within 90 days of committee appointment. The hearing will be informal with the student presenting his/her case followed by the school's response. The hearing committee will be allowed to ask questions of all involved parties. Within 15 days of the hearing, the committee will prepare a report summarizing each witness' testimony and a recommended resolution for the dispute. School management shall consider the report and either accept, reject, or modify the recommendations of the committee. Corporate management shall consider the report and either accept, reject, or modify the recommendations of the committee.
- If, after exhausting all methods above, the school may refer the grievance to the appropriate agency if applicable.

