

## **Grievance Policy**

In alignment with the institution's mission, the school strives to resolve any legitimate student grievances promptly and fairly. Grievance procedures are outlined during orientation to ensure students understand the steps for filing a complaint. Kenneth Shuler's School of Cosmetology, Inc. aims to address all concerns internally by utilizing available staff and adhering to the chain of command. Students may request a Grievance Form from the School Director, which must be completed and submitted within 7 calendar days of the alleged incident to allow the school to take appropriate action. Submissions made after this timeframe may not be considered valid.

All grievances are directed to the School Director, who is responsible for conducting an investigation unless it is more appropriate for the Director of Operations to handle the matter. The investigation process outlined below will be followed in either case.

To facilitate a thorough investigation, the grievance must include specific details such as the incident description, dates, times, individuals involved, and any witnesses. While the institution strives to maintain confidentiality whenever possible, it cannot be guaranteed during the investigative process. Depending on the nature of the allegations, the investigation and resolution process may take up to 21 days from the submission of the Grievance Form.

### **Process**

#### **1. Filing a Grievance**

The individual must obtain the Grievance Form from the School Director, complete it, and submit it to the School Director within seven (7) calendar days of the alleged incident. If the grievance is against the School Director, then submit the form via email to [info@kennethshuler.com](mailto:info@kennethshuler.com).

#### **2. Initial Review of Grievance**

The School Director or Director of Operations will review the submitted grievance to determine whether it is "legitimate" or deemed "frivolous or without merit".

#### **3. Preliminary Investigation**

If the grievance is deemed legitimate, the School Director or Director of Operations will conduct a preliminary investigation, which includes reviewing all provided evidence. Based on this review, one of the following actions will be taken:

##### **a. Without Merit**

If the grievance is found to lack merit, the School Director or Director of Operations will explain the decision to the grieving party, providing evidence or information to support the determination.

##### **b. Amicable Solution**

The School Director or Director of Operations will engage with the grieving party to explore the possibility of an amicable resolution.

- If an agreement is reached, the agreed-upon solution will be implemented and considered the final resolution.

- Final resolutions reached through amicable solutions cannot be reopened or investigated further unless new and valid information is presented.
- If the grieving party does not agree to the proposed solution and there is insufficient evidence for a full investigation, the School Director or Director of Operations may decline to proceed with further investigation.

c. Full Investigation

If deemed necessary, a full investigation will be conducted by the School Director or Director of Operations. This will include:

- A detailed review of all evidence.
- Interviews with and/or questioning of witnesses and relevant parties.

The outcome of the investigation will be documented, including any actions taken to address the allegations.

- The grieving party, witnesses, and/or accused parties will be informed of the general outcome of the investigation. However, specific actions taken may not be disclosed due to privacy laws and institutional policies.
- The documented outcome will be considered the final resolution.

4. Final Resolutions

- Final resolutions are not appealable, except in cases where new and valid information necessitates reopening the grievance or further investigation.
- All final resolutions will be retained by the school to track the frequency, nature, and patterns of grievances.

All attempts should be made to resolve the matter through the school. If not satisfied with the 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 utilize this sequence. The following information is provided:

Kenneth Shuler Corporate Office:  
[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  
<https://naccas.org/>