

Student Complaint Information

Health & Technology Training Institute participates in federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. Participating institutions must be legally authorized to operate with the state in which it is located.

Title 34 CFR §600.9 requires states to have a "process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws." Title 34 CFR §668.43(b) requires that institutions: *"make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint."*

To comply with this regulation, HTTI provides the following information to our prospective and current students.

HTTI makes every effort to resolve student complaints internally, using policies and procedures outlined by program. It is expected that students will fully utilize any and all of such administrative procedures to address concerns and/or complaints in as timely a manner as possible.

Complaint & Grievance Procedure

Under certain circumstances, students have the right to appeal/grieve by filing a written complaint(s) regarding any disciplinary action or circumstance of the Practical Nursing Program.

If issues arise during a course, or at any point in a program of study, please follow the chain of command to attempt to resolve concerns. For theoretical or classroom concerns, first see the instructor who is teaching the course; for clinical concerns, first see the instructor directly involved in the issue; and if the concern is not resolved, make an appointment with the Program Director.

Informal Resolution of Disputes: Students are encouraged to informally discuss issues or problems that may arise, with their instructors and/or Program Coordinators, in an effort to obtain assistance or resolution. The purposes and objectives of HTTI can be most effectively achieved through the processes of cooperative problem solving.

Appeal/Grievance Policy for Disciplinary and/or Academic Issues: Students have the right to appeal/grieve by filing a written complaint(s) regarding any disciplinary action or circumstance of an HTTI program of study. The grievance procedure is a standardized set of procedures to follow when a student has an issue, problem or complaint concerning another student, a faculty member, a Program Coordinator or Director, or their program's policies and procedures.

Students must follow the procedure as outlined below. At any point in this procedure, students may request assistance from the HTTI's Affirmative Action Officer if the complaint concerns issue of discrimination or harassment. The student may also request, in writing to their Program Director, the presence of a peer or a faculty member of their choice.

Step 1 – initiate within seventy-two (72) hours following the aggrieved incident.

- a. The student will make an appointment with a Program Coordinator or faculty advisor to informally discuss the issue, problem or complaint. The Program Coordinator or faculty advisor will assist the student in developing a plan of action of try to resolve the issue.
- b. The student will make an appointment to discuss the problem with the person(s) directly involved. The parties will document the nature of the grievance, summarize the discussion and record the date and time the meeting took place using a Faculty - Student Encounter form. This document will be signed by all involved parties.
- c. If the problem is not resolved or the student is not satisfied, he or she should then proceed to Step 2.

Step 2 – Initiate within one (1) week following the completion of Step 1.

- a. The student will put his or her grievance in writing and will the state grievant name(s) and express the reason(s) why he or she considers himself/herself aggrieved. This is a formal statement that is typed – not handwritten – and signed by the grievant.
- b. The formal grievance will be submitted to the Program Director.
- c. The Program Director will act as a mediator during a meeting of all involved parties. This meeting will be held within seventy-two (72) business hours following receipt of the formal written grievance statement.
- d. Suggestions for resolution made during the meeting will be summarized by the mediator and added to the original written grievance document, with signatures of all persons present during the meeting.
- e. If the problem is not resolved or the student is not satisfied, he or she should then proceed to Step 3.

Step 3 – Initiate within one (1) week following the completion of Step 2.

- a. The student will file a written request for his or her complaint to be heard by the Grievance Committee. The Grievance Committee includes the following people: a faculty member who has no direct involvement with the issue/complaint, a student representative selected by the grievant who has no direct involvement with the issue/complaint, and the Program Director, who will act as Committee chairperson. A staff member will be present to record the proceedings both in writing and electronically.
- b. The Grievance Committee will convene within seven (7) business days after notification of the desire for a hearing by the grievant. The Grievance Committee is empowered to request the presence of any party considered to have significant data related to the grievance.

Students who have a complaint about their HTTI program of study, or who wish to request a review of their suspension or termination from the program, should begin at Step 3.

If the grievance cannot be resolved internally through the HTTI Grievance Procedure, grievant(s) may contact:

Board of Private Licensed Schools, 333 Market Street, 12th Floor, Harrisburg, PA 17126 State Board of Nursing, P.O. Box 264, Harrisburg, PA 17105

Grievant(s) may contact HTTI's accrediting body, the Council on Occupational Education. Grievant(s) may phone 800-917-2081; mail a description of their grievance to the Council on Occupation Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350; or fax a description of their grievance to 770-396-3790 or contact them at www.Council.org

The student may also request, in writing to the Program Director/Coordinator, the presence of a peer or a faculty member of their choice.

For procedures regarding:

- **Academic Grade Appeal:** Consult your academic dean.
- **Academic Honesty Violations:** Consult your academic dean.
- **Non-Academic Complaints (incidents of unprofessional behavior and other complaints that are not of an academic grade concern and do not concern allegations of discrimination):** Consult with your academic dean.
- **Nondiscrimination Policy:** Refer to HTTI's Nondiscrimination Policies.
- **Americans with Disabilities Act:** Refer to HTTI's Nondiscrimination Policies.
- **Harassment or Discrimination:** Refer to HTTI's Nondiscrimination Policies.
- **Affirmative Action: Diversity, ADA, and Affirmative Action** Nondiscrimination Policies
- **Title IX:** Refer to HTTI's Nondiscrimination Policies.
- **Report Sexual Misconduct:** Report Sexual Misconduct here.
- **Whistleblower Hotline:** To make a report.
- **Family Educational Rights and Privacy Act (FERPA):** Refer to HTTI Policy on Confidentiality and Disclosure of Student Records.
- **Criminal Activity:** Complaints involving matters of a criminal nature, such as assault, battery, and theft, should be directed to the Philadelphia Police Department 2nd District. 215.686.3020.
- **Student Right to Know:** Refer to HTTI's Student Right to know procedures

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