STUDENT COMPLAINT/GRIEVANCE PROCEDURE

Chicago Professional Center views student complaints as a valuable tool to gain a better insight into the way our school functions.

There are four main categories of complaints. These categories are academic, non-academic, business operations, and harassment incidents.

**Academic complaints/grievances** are reported through the appropriate academic leadership for resolution beginning with the faculty members, then respective Dean as appropriate. Information regarding the policies and procedures for students who wish to purse academic complaints and grievances are detailed in the Academic Catalog.  The Student Manual Policy also contain procedures.  Students who wish to purse academic complaints and grievances should follow the prescribed policies and procedures outlined in the respective publication.

**Non-academic complaints/grievances** are submitted to the Dean of Student Services for addressing appropriate action/resolution. This policy/procedure is identified in the College Catalog, as well as the Student Handbook.

**Business Operations complaints/grievances** are submitted to the Director of Administrative Services for addressing appropriate action/resolution.

**Harassment incidents** are submitted to the General Manager for addressing appropriate action/resolution.

Complaints/grievances are reported in the following publications:

* College Catalog
* CPC website

Chicago Professional Center’s procedure for student complaints is as follows:

1. Bring the issues to the instructor.

2. If the issues are not resolved by the instructor, see the Students Services Director

3. If the issue is not resolved by the Student Services Director, student shall see the Director

4. If the issue is not resolved by any of the above parties, file a formal complaint with Illinois Board of Higher Education.

Complaints against Chicago Professional Center may be registered with:

**Board of Higher Education**

Illinois Board of Higher Education

1 N. Old State Capitol Plaza, Suite 333

Springfield, Illinois 62701

[info@ibhe.org](mailto:info@ibhe.org)

<http://www.ibhe.state.il.us/consumerinfo/complaint.htm>

Institutional Complaint Hotline: (217) 557-7359

Complaint forms are available at the business office.

The school director and the student services staff have always maintained an open door policy to allow our students an opportunity to discuss any issues they deem important to their well being and satisfaction.

An individual student may voice a grievance at any time by requesting a meeting with the General Manager. When a grievance involves the concurrence of a group of students, it is requested that they elect a representative to meet with the General Manager. Any problem regarding the school, an individual instructor or program, as well as personal problems may be addressed at this meeting.