

Grievance Policy

Purpose of the Student Grievance Policy

The purpose of the student grievance policy is to provide due process for resolving student complaints against instructors, staff, or other TrainerConnect employees.

Grievance Procedure

A Grievance must be initiated within one week of the grievance in question.

The grievance procedure is as follows:

- **The Instructor/Staff Member** – The student must go first to the instructor/staff member with whom he/she has the grievance. A conference with the instructor/staff member will be held to resolve the grievance informally.
- **Supervisory Chain** - If the informal conference with the instructor/staff member does not resolve the grievance, the student may appeal through the company's Founder and CEO within one week of meeting with the instructor/staff member of the initial grievance.

Student Complaint Information

If students are unable to resolve a complaint through the TrainerConnect grievance procedures provided above, students may file a complaint with the OCTS. Instructions for filing a complaint against a regulated school are posted to the OCTS website at <https://www.in.gov/dwd/2731.htm>. A student who believes a school has acted in a discriminatory manner is directed to contact the Indiana Civil Rights Commission by completing their complaint form posted on the website.