

GRIEVANCE POLICY

The Advanced Career Institute grievance policy is available to students wishing to file a grievance. A student considering filing a grievance should attempt to resolve the concern directly with the appropriate staff/faculty member and/or student.

If the student is not satisfied or not willing to address the issue with the individual, the student should follow the ACI grievance procedures outlined below:

Step 1	Contact Instructor
Step 2	Contact Lead Instructor/ Program Coordinator
Step 3	Contact Campus Director
Step 4	Admin/Business Office

It is highly recommended but not mandatory to bring all grievances first to the attention of the institution. In most cases this will resolve the issue faster and will result in satisfactory results.

Students may also file a written and signed complaint with the school's officials at Advanced Career Institute, [PO Box 3027, Visalia, California 93278](#). The written complaint should contain (1) the nature of the problem(s), (2) approximate date(s) that the problem(s) occurred, (3) name(s) of the individual(s) involved in the problem(s) - staff and/or other students, (4) copies of important information regarding the problem(s), (5) evidence demonstrating that the institution's complaint procedure was followed prior to this point in time, and (6) student signature.

If the student feels that the decision is not acceptable, he or she may file their complaint with the Council on Occupational Education at [7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350](#) or by telephone at (770) 396-3898, or on the web at www.council.org.

CALIFORNIA STUDENTS

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling toll-free (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site at www.bppe.ca.gov.