

## ADH RULE 10 COMPLAINT POLICY

### **(A) Complaints against a person, establishment, school of cosmetology or postsecondary school of cosmetology:**

1. Any person may file a complaint against any of the following: against a person, establishment, school of cosmetology or postsecondary school of cosmetology licensed by the board on any grounds for disciplinary action provided in 17-26-105 of the Cosmetology Act.
2. Official complaints must be made in writing within (90) days from the date of the infraction. In the event of a complaint from a student concerning the hours accrued or issues relevant to the complaint of the course the student may submit a complaint against the school of cosmetology or post-secondary school of cosmetology within (90) days after the Certificate of Training form is submitted to the department by the school.
3. Complaints against a board licensee will be provided a hearing by the Cosmetology Technical Advisory Committee. The Cosmetology Technical Advisory Committee will hold hearings by monthly. Appeals of the Committee findings may be heard by the State Board of Health.

**INTERNAL SCHOOL COMPLAINT PROCEDURE GUIDELINES:** It has always been in the best interest of Career Academy of Hair Design and our students to maintain a friendly and professional environment for our students and employees. Occasionally a situation may occur when a student feels his/her problem has not been taken care of properly. Staff and Students are requested to make every effort to resolve disputes informally. In the event it is not solved satisfactorily the following procedures must be followed for filing a complaint.

1. If a student, teacher, or interested party wishes to file a complaint against the school, the complaint must be in writing to the school Administrator and must detail the allegation or nature of the complaint and describe what attempts were made to resolve the complaint. The complaint should also provide a recommended resolution of the problem. Three copies of the complaint must be submitted.
2. Upon receipt of the complaint the school representative will date and sign the first page and a copy is given to the complainant.
3. A school representative will meet with the complainant within ten (10) days of receipt of the complaint. If after careful evaluation, the problem cannot be resolved through discussion; the complaint will be referred to the school complaint committee, which shall be composed of the School Administrator, the School Manager/Instructor, and one student who has completed at least 800 hours.
4. The Complaint Committee will review all allegations within 10 calendar days of receipt of the complaint. If additional information is required, a letter will be written outlining the additional requirements and sent to the appropriate individual.
5. Within fourteen (14) calendar days following receipt of all pertinent information required by the committee, the complaint committee will act on the allegations and a letter will be sent to the complainant stating the steps taken to correct the problem, or information to show that the allegations were not warranted or based on fact,
6. The complainant has three (3) school days to accept or reject the decision. The complainant must write a letter accepting the decision or appealing the decision.
7. Records of complaints and their resolution, as applicable, are retained according to the school's record keeping policy for review by the NACCAS on-site visit team.
8. If the complainant does not accept the committees' decision and wishes to continue to pursue the complaint, a letter of appeal must be submitted to the School Administrator. The appeal must include a copy of the original complaint, a copy of the Complaint Committee letter, and a written statement describing why the complainant disagrees with the recommended resolution of the problem.
9. The School Administrator will review the appeal and investigate any additional information. The school Administrator will make a written determination and deliver the response to the complainant by registered mail. The Administrators written response to the appeal is the schools final determination. No further appeals will be considered. Complaints must first be submitted to the school but if the complainant wishes to pursue the matter further a complaint form is available from, and must be submitted to:

National Accrediting Commission of Career Arts & Sciences, Inc.

3015 Colvin Street

Alexandria, VA 22314

Phone (703) 600-7600

[Naccas@naccas.org](mailto:Naccas@naccas.org)