

David Pressley School of Cosmetology

1127 S Washington, Royal Oak, MI 48067

GRIEVANCE POLICY PROCEDURE

It is the policy of David Pressley School to make every attempt to resolve any student complaint that is not frivolous or without merit.

The following procedure outlines the specific steps of the complaint process:

1. Register the complaint in writing on the designated form (obtainable in the office) within 30 days of the date that the act which is the subject of the grievance, occurred.
2. Completed complaint form will either be mailed or submitted in person to the management of the school within the period stipulated in (1) above.
3. The complaint will be reviewed by Management and a response will be given to the student within 15 days of receiving the complaint.
4. If the complaint is of such nature that it cannot be resolved by management, a hearing committee will be appointed to review the case and recommend a resolution for the dispute within 60 days upon receipt of the complaint.
5. The name of the accrediting agency is National Accrediting Commission of Career Arts and Sciences < NACCAS.ORG/NACCAS > ;4401 Ford Avenue, Suite 1300, Alexandria, Virginia, 22302, Telephone: (703) 600-7600. Students are required to try to resolve the problem through the school's complaint process prior to filing a complaint with the agency.
6. Michigan Department of Licensing and Regulatory Affairs
<[HTTP://WWW.MICHIGAN.GOV/LARA](http://WWW.MICHIGAN.GOV/LARA)>; Ottawa Building, 611 W Ottawa, P.O. Box 30004, Lansing, MI, 48909. Telephone: (517) 373-1820. Students are required to try to resolve the problem through the school's complaint process prior to filing a complaint with the agency.

Final resolution of all complaints will be retained in school files.