

Student Complaint Policy and Procedure (US Schools)

1. Policy Statement

GIA takes student complaints seriously. GIA reviews all complaints in a timely, fair, and equitable manner. GIA gives all individuals named in a complaint, including students, instructors, or other school employees, the opportunity to respond to the complaint. Students are required to cooperate with all GIA representatives during an investigation in which GIA believes the student(s) may provide relevant information. GIA considers all of the information collected during the investigation in the decision-making process.

2. Procedure

Students are encouraged to try to resolve any issues or concerns they may have by first discussing them with the appropriate school official. If the student is unable to reach a resolution, or in cases where informal resolution is not appropriate, the student may submit a formal complaint.

A formal complaint must be submitted to the office of the dean of students (Carlsbad Campus) or to the school director (New York Campus) in writing. It must contain, at a minimum, the basis of any allegation, all relevant names and dates, and a brief description of the actions forming the basis of the complaint. Copies of available documents, materials, or additional reasonable and credible information that supports the complaint should also be included.

Contact Information for Carlsbad Campus:

Kimberly Overlin, Dean of Students
5345 Armada Drive, Carlsbad, CA, 92008
+1 760 603 4093
deanstudents@gia.edu

Contact Information for New York Campus:

Jennifer Kim, New York School Director
50 West 47th Street, Floor 8 New York, NY 10036 USA
+1 212 944 5900 ext. 3662
nyedudirector@gia.edu

Students should raise complaints as soon as possible so that they can be properly addressed. Within 10 business days of receiving the complaint, the office of the dean of students will respond to the student with a written summary of the school's investigation and decision regarding the complaint. If the investigation is not complete at the end of ten (10) business days, the student will be notified in writing that additional time is needed.

All information submitted to or developed by GIA related to student complaints is considered confidential and is only accessible to and/or shared with GIA employees who have a need to know in order to evaluate, investigate or resolve the student's complaint(s).

If for any reason a person does not feel comfortable directly reporting a complaint as described above, they may report a concern confidentially through GIA's Concern Reporting system at GIAwis.ethicspoint.com

If a student does not feel the school has adequately addressed a concern or complaint, the student has the option to file a complaint with our accreditor(s), state approval or licensing entity. Each agency has its own procedure for filing and processing complaints described in Section 3.

3. Complaint Disclosures

- 3.1. Schools accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) must have a procedure and operational plan for handling student complaints. If a student does not feel the school has adequately addressed a concern or complaint, the student can contact the Accrediting Commission at 2101 Wilson Boulevard, Suite 302, Arlington, VA 22201 USA, by phone at +1 703 247 4212, or online at accsc.org. A copy of the Commission's Complaint Form is available from the GIA student services office or can be obtained online at the accsc.org website: <https://www.accsc.org/UploadedDocuments/2015%20August/ACCSC%20Complaint%20Form.pdf>. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission.
- 3.2. Schools accredited by the Distance Education Accrediting Commission (DEAC) must have a written complaint policy and procedure for the purpose of receiving, responding to, addressing, and resolving as appropriate complaints made by students, faculty, administrators or any other person who has good reason to believe the school is not in compliance with DEAC standards and policies. Complaints may be submitted to the DEAC using the complaint form found on its website (deac.org), and must include authorization for the Commission to forward a copy of the complaint, including the complainant's identity, to the school. Where issues of educational services, student services or tuition are concerned, a student must have exhausted all efforts to resolve the complaint with the school before filing a complaint with the DEAC. Students can contact the Distance Education Accrediting Commission (DEAC) at 1101 17th Street NW, Suite 808, Washington, DC 20036 USA, phone +1 202 234 5100, fax +1 202 332 1386 or online at deac.org
- 3.3. A student or any member of the public may file a complaint about this institution with the California Bureau for Private Postsecondary Education (CA BPPE) by calling +1 888 370 7589 toll free, or by completing a complaint form, which can be obtained on the Bureau's website at bppe.ca.gov. Students may utilize GIA's internal complaint process, but are not required to exhaust internal processes prior to contacting the CA BPPE. Students may submit a concern at any time to the BPPE or other oversight agency.



- 3.4. Residents of Alabama can submit a complaint by contacting the Alabama Department of Postsecondary Education, P.O. Box 302130, Montgomery, AL 36130-2130 USA, accs.cc/index.cfm/school-licensure/complaints
- 3.5. Residents of Connecticut can submit a complaint by contacting the State of Connecticut Office of Higher Education by visiting [Student Complaints \(ohe.ct.gov/StudentComplaints.shtml\)](http://ohe.ct.gov/StudentComplaints.shtml).
- 3.6. Residents of the state of Georgia who wish to file a complaint should make every attempt to achieve a fair and reasonable solution with GIA within a two (2) year period of the triggering event. If this effort is not satisfactory, residents may contact the Georgia Nonpublic Postsecondary Education Commission, 2082 East Exchange Place, Suite 220, Tucker, GA 30084-5305 USA, phone +1 770 414 3300, fax +1 770 414 3309 or online at gnpec.georgia.gov
- 3.7. Residents of Kansas can submit a complaint by contacting the Kansas Board of Regents, 1000 SW Jackson, Suite 520, Topeka, KS 66612-1368; 785-430-4240 or at kansasregents.org/academic_affairs/private_out_of_state/complaint_process
- 3.8. Residents of Michigan may submit complaints by contacting the Michigan Department of Licensing and Regulatory Affairs at P.O. Box 30018, Lansing, MI 48909 USA or by phone +1 517 241 7000.
- 3.9. Residents of Nebraska may submit a complaint by contacting the Program Director of Private Postsecondary Career Schools, Nebraska Department of Education, 301 Centennial Mall South, Lincoln, NE 68509 USA.
- 3.10. Residents of Nevada may submit a complaint to Nevada Commission on Postsecondary Education by email at mjwu@det.nv.gov, by fax at 702-486-7340, or mail at 2800 E. St. Louis Avenue, Las Vegas, NV 89104.
- 3.11. Residents of New York can submit complaints and claims to the New York State Education Department, Bureau of Proprietary School Supervision, Investigations and Audit Unit, New York State Education Department, Bureau of Proprietary School Supervision, 116 West 32nd Street, 5th Floor, New York, NY 10001, phone +1 212 643 4760, acces.nysed.gov/bpss. The New York State Education Department regulates the operation of Licensed Private Schools and Registered Business Schools in New York.
- 3.12. Residents of Texas can submit a complaint by contacting the Texas Workforce Commission, Career Schools and Colleges, Room 226T, 101 East 15th Street, Austin TX 78778-0001 USA, phone +1 512 463 2222 or online at twc.state.tx.us
- 3.13. Residents of Utah can submit a complaint by contacting the Utah Division of Consumer Protection, 160 East 300 South, 2nd Floor, P.O. Box 146704, Salt Lake City, UT 84114-6704 USA, phone +1 801 530 6001 or online at consumerprotection.utah.gov/complaints

- 3.14. Residents of Wyoming can submit a complaint by contacting the Wyoming Department of Education, 2300 Capitol Avenue, 2nd Floor, Cheyenne, WY 82002 USA, +1 307 777 7675 or online at edu.wyoming.gov

4. Responsibility

- 4.1. Responsible Executive – Senior Vice President of Education and Chief Academic Officer
- 4.1.1. Maintains accountability for the substance, implementation and compliance of this Policy.
- 4.1.2. Oversees policy owner activities in the administration of this Policy.
- 4.2. Policy Owner – Dean of Students
- 4.2.1. Has operational responsibility for the Policy and any related procedures, instructions and forms under the direction of the responsible executive.
- 4.3. Director, Manager and Supervisor
- 4.3.1. Ensures all employees are aware of this Policy and provides assistance, interpretation and application, and communicates the Institute’s expectation for compliance.
- 4.4. GIA Students and GIA Education employees involved in the receipt and processing of student complaints at GIA
- 4.4.1. Understand that this Policy applies to them and conduct themselves accordingly.

5. References and Related Documents

- 5.1. GIA Education Catalog
- 5.2. GIA Enrollment Agreements
- 5.3. GIA.edu/student-consumer-information
- 5.4. [Title IX Non-Discrimination Grievance Policy and Process](#)
- 5.5. [Policy Prohibiting Discrimination, Harassment, and Retaliation](#)

6. Related Regulations and Accreditation Standards

- 6.1. [ACCSC Standards of Accreditation, Substantive Standards, Section VI\(D\)](#)
- 6.2. [34 C.F.R. 668.43\(b\)](#)
- 6.3. [California Government Code Sec. 11135](#)
- 6.4. [DEAC Accreditation Standards IV\(J\)](#)
- 6.5. [Commissioner's Regulations Part 126 \(nysed.gov\)](#)
- 6.6. <http://www.acces.nysed.gov/common/acces/files/bpss/edlaw11-29-16.pdf>