

**NACCAS' Policies & Procedures**  
**January 2017**

**Policy V.01 – Student Support Services: Internal Grievance Procedure Policy**

Each accredited institution must have an internal complaint or grievance procedure to resolve student complaints at the local level.

The school must describe its internal complaint process in the Institutional Self-Study submitted to NACCAS and it will be reviewed during the on-site evaluation, either special or regular.

Policy Requirements:

At a minimum:

- a. The policy must be written and identified as a complaint or grievance policy.
- b. Students must be informed of the policy at the beginning of the course or program.
- c. The policy must clearly define the steps a student must take to file a formal grievance.
- d. Forms for filing a complaint are made available to students.
- e. 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.

The school may not require a student to exercise or exhaust his or her rights under the school's grievance procedure before filing a complaint with NACCAS or another regulatory body if such requirement violates applicable laws or regulations.

The school may refer to the NACCAS [\*Sample Forms and Guidelines\*](#) booklet (found on the NACCAS website under "Other Key Documents") for guidance in developing a policy appropriate for the school.