

GRIEVANCE PROCEDURE

Below is an outline of the procedures to be followed by any student seeking resolution to a concern at Harrison College:

1. Concerns should first be addressed with the person or to the department with whom the disagreement originally occurred.
2. If resolution is not achieved, a formal, written statement must be submitted to the Campus President. A meeting will be held with disagreeing parties and the Campus President.
3. If the grievance is not satisfactorily resolved with the Campus President, a written statement outlining the disagreement and current attempts to resolve it must be forwarded to the Regional President.
4. If the grievance is not satisfactorily resolved with the Regional President, a cover letter summarizing all actions taken up to this point, and all supporting documentation, must be forwarded to the Vice President of Operations.
5. If the grievance is not satisfactorily resolved with the Vice President of Operations, a cover letter summarizing all actions taken up to this point, and all supporting documentation, must be forwarded to the Provost/Chief Academic Officer.
6. If resolution is not achieved after all prior steps have been taken, a written summary of all steps taken, in addition to all supporting documentation, must be forwarded to the Office of the President of Harrison College.
7. Upon review of the facts presented by the student, staff, or faculty member and documentation of subsequent meetings submitted by the Provost/Chief Academic Officer, a decision will be rendered by the President of Harrison College.
8. All decisions rendered by the President of Harrison College are final.

All steps outlined above must be followed to properly resolve any grievance at Harrison College. Students wishing further clarification or assistance may direct concerns, in writing, to the Indiana Commission on Proprietary Education, the Ohio State Board of Career Colleges and Schools, the Governing Board, The University of North Carolina or the Accrediting Council for Independent Colleges and Schools. The addresses may be found in the section title **Accreditation**.

Note: The Grievance Procedure excerpt is from the [Harrison College 2011-12 Institution Catalog](#).

Students attending Harrison College in the state of Indiana can contact the Indiana Commission on Proprietary Education at 302 W. Washington Street, Room E201, Indianapolis, Indiana, 46204-2767 or by visiting the following link for the complaint procedure <http://www.in.gov/cpe/files/sf39280-complaint.pdf>.

Students enrolled at Harrison College who reside at a permanent address outside of the state of Indiana should follow the complaint processes outlined by their state of residence. Contact information by state is listed in the table below. Students are encouraged to exhaust all options and resources to resolve a complaint with the College prior to seeking a formal complaint with regulating bodies and consumer protection agencies in their respective states.

State Specific Student Grievance Contact Information

Alabama	<p>The Alabama Center for Postsecondary Education 135 S Union Street Montgomery, AL 36104-4340</p> <p>P.O. Box 302130 Montgomery, AL 36130-2130 Phone: (334) 293-4500 Fax: (334) 293-4504</p> <p>http://www.accs.cc/complaintform.aspx</p>
Alaska	<p>Alaska Commission on Postsecondary Education P.O. Box 110505 Juneau, AK 99811-0505 Phone: (907) 465-2962 Fax: (907) 465-5316 customer.service@alaska.gov</p>
Arizona	<p>Arizona State Board for Private Postsecondary Education 1400 W Washington Street, Room 260 Phoenix, AZ 85007 Phone: (602) 542-5709 Fax: (602) 542-1253</p> <p>http://azppse.state.az.us/student_info/compliance.asp</p>
Arkansas	<p>Arkansas Higher Education Coordinating Board Arkansas Department of Higher Education 114 East Capitol Ave Little Rock, AR 72201 Phone: (501) 371-2000 ADHE_Info@adhe.edu</p>
California	<p>California Bureau of Private Postsecondary Education P.O. Box 980818 West Sacramento, CA 95798-0818 Phone: (916) 431-6959 Fax: (916) 263-1895 bppe@dca.ca.gov</p> <p>http://www.bppe.ca.gov/forms_pubs/complaint.pdf</p>

Colorado	<p>Colorado Department of Higher Education 1560 Broadway, Suite 1600 Denver, Colorado 80202 Phone: (303) 866-2723 Fax: (303) 866-4266</p> <p>http://highered.colorado.gov/Academics/Complaints/default.html</p>
Connecticut	<p>Connecticut Department of Higher Education 61 Woodland Street Hartford, CT 06105-2326 Phone: (860) 947-1801 info@ctdhe.org</p>
Delaware	<p>Delaware Higher Education Office Carvel State Office Building, 5th Floor 820 N French Street Wilmington, DE 19801-3509 Phone: (302) 735-4000 Fax: (302) 739-4654 dheo@doe.k12.de.us</p>
District of Columbia	<p>District of Columbia Office of the State Superintendent of Education Education Licensure Commission 810 First Street, NE 9th Floor Washington, DC 20002 Phone: (202) 724-2095</p>
Florida	<p>Florida Commission on Independent Education 325 W Gaines Street, Suite 1414 Tallahassee, FL 32399-0400 Phone: (850) 245-0505 Fax: (850) 245-9667 Commissioner@fldoe.org</p> <p>http://www.fldoe.org/cie/complaint.asp</p>

Georgia	<p>Georgia Nonpublic Postsecondary Education Commission 2082 E Exchange Pl. #220 Tucker, GA 30084-5334 Phone: 770-414-3300 Fax: 770-414-3309</p> <p>http://rules.sos.state.ga.us/docs/392/5/06.pdf</p>
Hawaii	<p>Hawaii State Board of Education P.O. Box 2360 Honolulu, Hawaii 96804 Phone: (808) 933-0910 Fax: (808) 933-8845 ocp@dcca.hawaii.gov</p> <p>http://hawaii.gov/dcca/ocp/consumer_complaint</p>
Idaho	<p>Idaho State Board of Education Attn: State Coordinator for Private Colleges and Proprietary Schools 650 West State Street P.O. Box 83720 Boise, ID 83720-0037 Phone: (208) 334-2270 Fax: (208) 334-2632</p> <p>http://www.boardofed.idaho.gov/priv_col_univ/student_complaint.asp</p>
Illinois	<p>Illinois Board of Higher Education 431 East Adams, 2nd Floor Springfield, Illinois 62701-1404 Phone: (217) 782-2551 Fax: (217) 782-8548 Institutional Complaint Hotline: (217) 557-7359 info@ibhe.org</p> <p>http://www.ibhe.state.il.us/consumerinfo/complaint.htm</p>
Indiana	<p>Indiana Commission on Proprietary Education Attn: Director of Regulatory Compliance 302 W Washington Street, Room E201 Indianapolis, IN 46204 Phone: (317) 232-1320 Fax: (317) 233-4219</p> <p>http://www.in.gov/cpe/files/sf39280-complaint.pdf</p>

Iowa	<p>Iowa College Student Aid Commission 603 E 12th Street, 5th Floor Des Moines, IA 50319 Phone: (515) 725-3400 Fax: (515) 725-3401</p>
Kansas	<p>Kansas Board of Regents 1000 SW Jackson Street, Suite 520 Topeka, KS 66612-1368</p> <p>http://www.kansasregents.org/resources/PDF/524-ComplaintProcedureandForm.pdf</p>
Kentucky	<p>Kentucky Board of Proprietary Education 911 Leawood Drive Frankfort, KY 40601-3319</p> <p>http://bpe.ky.gov/Student%20Documents/Form%20to%20File%20a%20Complaint.pdf</p>
Louisiana	<p>Louisiana Board of Regents P.O. Box 3677 Baton Rouge, LA 70821-3677 Phone: (225) 342-4253 Fax: (225) 342-9318</p> <p>http://regents.louisiana.gov/assets/docs/ProprietarySchools/StudentComplaintProcedure.pdf</p>
Maine	<p>Maine Department of Education Complaint Investigator 23 State House Station Augusta, ME 04333-0023 Phone: (207) 624-6600 Fax: (207) 624-6700</p>

Maryland	<p>Maryland Higher Education Commission 839 Bestgate Road, Suite 400 Annapolis, MD 21401-3013</p> <p>http://www.mhec.state.md.us/career/pcs/gripe.asp</p>
Massachusetts	<p>Massachusetts Board of Higher Education One Ashburton Place, Room 1401 Boston, MA 02108 Phone: (617) 994-6950 Fax: (617) 727-0955</p> <p>http://www.mass.edu/forstudents/complaints/complaintprocess.asp</p>
Michigan	<p>Michigan Department of Labor & Economic Growth Office of Postsecondary Services Proprietary School Unit Staff 201 N Washington Sq. Lansing, MI 48913 Phone: (517) 373-1820 Fax: (517) 373-2129</p> <p>http://www.michiganps.net/complaint.aspx</p>
Minnesota	<p>Minnesota Office of Higher Education 1450 Energy Park Drive, Suite 350 St. Paul, MN 55108-5227 Phone: (651) 642-0567 Fax: (651) 642-0675</p> <p>http://www.ohe.state.mn.us/mPg.cfm?pageID=1078</p>
Mississippi	<p>Mississippi Institutions of Higher Learning 3825 Ridgewood Road Jackson, MS 39211-6453 Phone: (601) 432-6198 Fax: (601) 432-6225</p>
Missouri	<p>Missouri Department of Higher Education 205 Jefferson Street P.O. Box 1469 Jefferson City, MO 65102-1469 Phone: (573) 751-2361 Fax: (573) 751-6635</p> <p>http://www.dhe.mo.gov/documents/POLICYONCOMPLAINTRESOLUTION.pdf</p>

Montana	<p>Montana Board of Regents Office of Commissioner of Higher Education Montana University System 2500 Broadway Street P.O. Box 203201 Helena, MT 59620-3201 Phone: (406) 444-6570</p>
Nebraska	<p>Nebraska Coordinating Commission for Postsecondary Education P.O. Box 95005 Lincoln, NE 68509-5005</p> <p>Nebraska Department of Education Investigations Office 301 Centennial Mall South P.O. Box 98987 Lincoln, NE 68509-4987</p>
Nevada	<p>Nevada Commission on Postsecondary Education 3663 E Sunset Road, Suite 202 Las Vegas, Nevada 89120 Phone: (702) 486-7330 Fax: (702) 486-7340</p> <p>http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm</p>
New Hampshire	<p>New Hampshire Postsecondary Education Commission 3 Barrell Court #300 Concord, NH 03301-8531 Phone: (603) 271-3494</p> <p>http://www.nh.gov/postsecondary/complaints</p>
New Jersey	<p>New Jersey Commission on Higher Education P.O. Box 542 Trenton, NJ 08625 Phone: (609) 292-4310 Fax: (609) 292-7225 or (609) 633-8420 nj_che@che.state.nj.us</p>

New Mexico	<p>New Mexico Higher Education Department 2048 Galisteo Santa Fe, NM 87505 Phone: (505) 476-8400 Fax: (505) 476-8453</p> <p>http://hed.state.nm.us/Complaint_3.aspx</p>
New York	<p>New York Office of College and University Evaluation New York State Education Department 5 N Mezzanine Albany, NY 12234 Telephone: (518) 474-2593 Fax: (518) 486-2779 ocueinfo@mail.nysed.gov</p> <p>http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html</p>
North Carolina	<p>If the complaint cannot be resolved after exhausting the institution’s grievance procedure, the student may file a complaint with the following office:</p> <p>Post-Secondary Education Complaints c/o Assistant Director of Licensure and Workforce Studies University of North Carolina General Administration 910 Raleigh Road Chapel Hill, NC 27515-2688 Phone: (919) 962-4558 The student may contact UNC General Administration for further details.</p> <p>North Carolina Community College System 200 West Jones Street Raleigh, NC 27603 Phone: (919) 807-7100</p> <p>http://www.nccommunitycolleges.edu/Proprietary_Schools/docs/PDFFiles/StdCompltForm.pdf</p>
North Dakota	<p>North Dakota Department of Career and Technical Education State Capitol, 15th Floor 600 E Boulevard Ave. Dept. 270 Bismarck, ND 58505-0610 Phone: (701) 328-3180 Fax: (701) 328-1255 cte@nd.gov</p>

Ohio	<p>Ohio State Board of Career Colleges and Schools 35 East Gay Street, Suite 403 Columbus, OH 43215-3138 Phone: (614) 466-2752 Fax: (614) 466-2219 Toll Free (877) 275-4219 E-mail: bpsr@scr.state.oh.us</p> <p>http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx</p> <p>Ohio Board of Regents 30 East Broad Street, 36th floor Columbus, OH 43215-3414 Phone: 614-466-6000 Fax: 614-466-5866 Email: hotline@regents.state.oh.us</p>
Oklahoma	<p>Oklahoma State Regents for Higher Education 655 Research Parkway, Suite 200 Oklahoma City, OK 73104 Phone: (405) 225-9100</p>
Oregon	<p>Oregon Department of Education Public Service Building 255 Capitol Street NE Salem, Oregon 97310-0203 Phone: (503) 947-5600 Fax: (503) 378-5156</p> <p>http://www.ode.state.or.us/search/page/?=325</p>
Pennsylvania	<p>Pennsylvania Department of Education 333 Market Street Harrisburg, PA 17126-0333 Phone: (717) 783-6788</p>
Rhode Island	<p>Rhode Island Board of Governors for Higher Education Shepard Building 80 Washington Street Providence, RI 02903 Phone: (401) 456-6008</p>

South Carolina	<p>South Carolina Commission on Higher Education 1333 Main Street, Suite 200 Columbia, SC 29201 Phone: (803) 737-2260 Fax: (803) 737-2297</p> <p>http://www.che.sc.gov/AcademicAffairs/License/Complaint_procedures_and_form.pdf</p>
South Dakota	<p>South Dakota Board of Regents 306 E Capitol Ave, Suite 200 Pierre, SD 57501-2545 Phone: (803) 737-2260 Fax: (803) 737-2297</p>
Tennessee	<p>Tennessee Higher Education Commission 404 James Robertson Parkway, Suite 1900 Nashville, TN 37243 Telephone: (615) 741-3605 Fax: (615) 741-6230</p> <p>http://www.tn.gov/thec/Divisions/LRA/PostsecondaryAuth/Complaint%20Form.rtf</p>
Texas	<p>Texas Workforce Commission Career Schools and Colleges, Room 226-T 101 E 15th Street Austin, Texas 78778-0001</p> <p>http://www.twc.state.tx.us/svcs/propschools/ps401a.pdf</p>
Utah	<p>Utah Division of Consumer Protection 160 East 300 South Salt Lake City, Utah 84111 Phone: (801) 530-6601 Fax: (801) 530-6001 Email: consumerprotection@utah.gov</p> <p>http://consumerprotection.utah.gov/complaints/index.html</p>

Vermont	<p>Vermont Department of Education State Board of Education Vermont Department of Education 120 State Street Montpelier, VT 05620-2501 Phone: (802) 828-3135</p>
Virginia	<p>State Council of Higher Education for Virginia 101 N 14TH St. James Monroe Building Richmond, VA 23219 Telephone: (804) 371-2285 Fax: (804) 225-2604 Email: communications@schev.edu</p> <p>http://www.schev.edu/forms/StudentComplaintInformation.pdf</p>
Washington	<p>Washington Higher Education Coordinating Board 917 Lakeridge Way P.O. Box 43430 Olympia, WA 98504-3430 Phone: (360) 753-7869 Email: dainfo@hecb.wa.gov</p> <p>http://www.hecb.wa.gov/AboutOurSystem/MaintainingStandards/ConsumerProtection</p>
West Virginia	<p>West Virginia Higher Education Policy Commission 1018 Kanawha Blvd E, Suite 700 Charleston WV 25301-2800 Phone: (304) 558-4016</p> <p>http://wvhepcnew.wvnet.edu/index.php?option=com_content&task=view&id=224</p>
Wisconsin	<p>Wisconsin Educational Approval Board 30 W Mifflin St., 9th Floor P.O. Box 8696 Madison, WI 53708 Phone: (608) 266-1996 Fax: (608) 264-8477 Email: eabmail@eab.state.wi.us</p> <p>http://eab.state.wi.us/resources/complaint.asp</p>

Wyoming	Wyoming Department of Education 2300 Capitol Avenue Hathaway Building, 2nd Floor Cheyenne, WY 82002-0050 Phone: (307) 777-5712
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