

Complaint/Grievance Procedure

Internal Complaints:

It is the intent of CBD College to provide an avenue for students to resolve conflicts with faculty and/or staff, or another student. It is desirable to resolve problems and complaints informally. This policy encourages both responsibility and accountability for both student and faculty or staff member(s). If resolution of the issues cannot occur informally, formal grievance policy is hierarchical. The student should first meet with the staff or faculty member involved. If unable to resolve the concern the next step would be the program director, then the school director. If still unable to resolve the issue, write a formal letter to the campus President. Student will be informed of the decision within 5 (five) school days. The President's decision will be final.

*If a resolution is still unavailable a student may formally contact our accreditation agency **CAPTE** and/or the **Bureau for Private Postsecondary and Education**.*

*A formal written complaint may be filed with **CAPTE** and/or **BPPE**. Complaints may not be submitted anonymously.*

CAPTE Contact Information:

AMERICAN PHYSICAL THERAPY ASSOCIATION

Attention: Department of Accreditation

1111 North Fairfax Street, Alexandria, VA 22314-1488

Fax: 703-706-3387

Email: accreditation@apta.org CAPTE website: <http://www.capteonline.org/home.aspx>

BPPE Contact Information:

Bureau for Private Postsecondary Education

P.O. Box 980818, West Sacramento, CA 95798-0818

Phone: (888) 370-7589

E-mail: bppe@dca.ca.gov BPPE website: www.bppe.ca.gov

External Complaints/Complaints That Fall Outside of Due Process

Policy: Public Comment/Complaint that Fall Outside Due Process

It is the intent of all CBD College programs to ensure the institutional policies, procedures and practices protect the rights and privileges of persons not associated with the education program. Persons not associated with the program such as representatives of clinical sites, employers of graduates, and the public, may contact the Program Director or School President with complaints, comments, suggestions or ideas. The following procedures have been established for consideration of all inquiries that fall outside due process:

Procedure:

1. *Initial Screening of the Complaint, Comment, Suggestion or Idea:*

2. *Any inquiry about filing a complaint, comment, suggestion or idea about a program will be recorded as it is received by the College.*
3. *If such inquiries are received by other faculty or staff members, they will be referred to the Program Director or School President.*
4. *Informal resolution of the complaint, comment, suggestion or idea will be attempted.*
5. *Formal Complaint, Comment, Suggestion or Idea:*
6. *If informal resolution is not successful, the following steps will be required of the inquirer:*
7. *Complaints, comments, suggestions and ideas must be provided in writing and signed by the original author(s). Any submission received without an author's signature will not be acknowledged by CBD College. Conversely, complaints, comments, suggestions and ideas can be provided electronically via the Feedback Form on the PTA Program Page of the CBD website.*
8. *All written submissions must be mailed to the following:*

CBD College PTA Program Director

3699 Wilshire Blvd, 4th Floor. Los Angeles, CA 90010

iii. The Program Director will respond to all comments within 10 business days to further discuss and resolve the issue. If an acceptable resolution has not been achieved within the given time frame, a written appeal may be made to the School President.

1. *Any issues involving the Program Director may be sent directly to the School President for initial resolution within 10 business days of receiving the inquiry.*
2. *The President will not become involved until all actions to resolve the issue with the Program Director have been exhausted (unless the comment is directly related to the Program Director.) The decision of the President will be final and not subject to further appeal.*

vi. Records of all communication, meetings and final resolution will be confidentially filed and kept by the Program Director and School President for three (3) years.

*A student or any member of the public may file a complaint about this institution with the **Bureau of Private Postsecondary Education** by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site: www.bppe.ca.gov.*

Sexual or other unlawful harassment:

Sexual or other unlawful harassment is not tolerated at CBD College. Any event, report or situation that falls in this category will be handled by the college president ASAP with any support that he needs from the College administration, staff, program directors and faculty.