

STUDENT COMPLAINT POLICY

CCA follows a 5-step complaint policy as follows:

STEP 1

Communicate with the appropriate instructor or staff

STEP 2

Communicate with the CCA Director. A "Complaint Form" can be obtained from the Director or the Academic Director. The contact information for each is as follows:

Shane Reeder, Director

Direct: 775-525-2192

shane.reeder@chartercareeracademy.com

Joel Nelson, Academic Director

Direct: (775) 525-2195

joel.nelson@prospecteducation.com

STEP 3

The Director will meet with the student to discuss the issue. The Director may also meet with the other party(ies) to attempt to resolve the issue.

STEP 4

Unresolved concerns may be appealed within fourteen (14) days to the Grievance Committee in writing. The Grievance Committee may be comprised of the following people, but is not limited to, the Director, the Academic Director and/or instructor.

The following steps must be followed:

1. All parties involved must complete a "Complaint Form".
2. All documentation must be received before the meeting, scheduled to occur within fourteen (14) days of acknowledged receipt.
3. All persons involved with the incident/complaint will be in attendance.
4. Testimony will be presented by the student and all other parties involved and will be recorded in the official minutes.
5. After all testimony is presented, the student and other parties will be excused.
6. The Grievance Committee has the responsibility for reaching a decision within fourteen (14) days that is in balance with the best interests of both the student and the College.

STEP 5

If a student believes that CCA did not address the complaint or concern, the student may consider contacting the Director of Compliance at 775-525-2152. The student may also

Nevada Commission on Postsecondary Education

2800 E. St. Louis Avenue

Las Vegas, NV 89104

702.486.7330 (Phone)

702.486.7340 (Fax)

More information, including complaint forms, is available at

https://cpe.nv.gov/Students/Students_Home/