

GRIEVANCE PROCEDURES

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.

We ask that you approach conflicts as follows:

Step #1. Meet with the person with whom you have the complaint and attempt to resolve the issue within two (2) weeks of the incident.

Step #2. If the concerns are not resolved in step one, an informal discussion should take place with the course lead teacher and/or Program Coordinator.

Step #3. If the concerns are not resolved in step #2, or the lead teacher is person in step #1, make an appointment to meet with Program Director or designee.

Step #4. If the concerns are not resolved in step #3, or the Program Director is the person in step #1, make an appointment to meet with DOE. The student will be informed of the decision within five (5) school days.

Step #5. If the concerns are not resolved in step #4, make an appointment to meet with, or write a formal letter to, the campus COO. The student will be informed of the decision within five (5) school days.

Step #6. If the concerns are not resolved in step #5, write a formal letter to the campus President. The student will be informed of the decision within five (5) school days. The President's decision will be final.

A student or any member of the public may file a complaint about this institution with the Bureau for 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.

Conflicts Related to Grades:

The grade given to each student shall be the grade determined by the instructor of the course and the determination of the student's grade by the instructor, and in the absence of a mistake, fraud, bad faith, or incompetence, the instructor grade given shall be final.

Formal Complaints to Accrediting and/or Licensing Agencies

A formal written complaint may also be filed with accrediting bodies listed below. Complaints may not be submitted anonymously.

ABHES

Accrediting Bureau of Health Education Schools

7777 Leesburg Pike, Suite 314, N. Falls Church, VA 22043

Phone: (703) 917-9503, Fax: (703) 917-4109

Email: info@abhes.org ABHES website: www.abhes.org

BPPE

Bureau for Private Postsecondary Education

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

Phone: (888) 370-7589

Email: bppe@dca.ca.gov BPPE website: www.bppe.ca.gov

CAAHEP

Commission on Accreditation of Allied Health Education Programs

25400 US Highway 19 N., Suite 158, Clearwater, FL 33763

Phone: (727) 210-2350, Fax (727) 210-2354

Email: mail@caahep.org CAAHEP website: www.caahep.org

CAPTE

American Physical Therapy Association

1111 North Fairfax Street, Alexandria, VA 22314-1488

Phone: (800) 999-2782, Fax: (703) 706-3387

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

ACOTE

Accreditation Council for Occupational Therapy Education c/o American Occupational Therapy Association (AOTA)

4720 Montgomery Lane, Suite 200, Bethesda, MD 20814-3449

Phone: (301) 652-6611

E-mail: members@aota.org ACOTE website: www.acoteonline.org

External Complaints

The avenue for external complaints is found on the CBD Website (<https://www.cbd.edu/about-us/#disclosures>) as a Feedback Form. When the button is pushed, a message box is accessed for someone to write either a compliment or a complaint. When the send button is pushed the message is delivered automatically to CBD College's President and the corresponding Program Director for action. If possible and appropriate to reach the message sender, a response is given within 10 business days.

External Complaints/Complaints That Fall Outside of 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:
 - a. Any inquiry about filing a complaint, comment, suggestion or idea about a program will be recorded as it is received by the College.
 - b. If such inquiries are received by other faculty or staff members, they will be referred to the Program Director or School President.
 - c. Informal resolution of the complaint, comment, suggestion or idea will be attempted.
2. Formal Complaint, Comment, Suggestion or Idea:
 - a. If informal resolution is not successful, the following steps will be required of the inquirer:
 - i. 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 CBD website.

- ii. All written submissions must be mailed to the following:
CBD College Attn: (DA, DMS, MA, MRI, OTA, PHT, PTA, ST) 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.
- iv. Any issues involving the Program Director may be sent directly to the Dean of Education for initial resolution within 5 business days of receiving the inquiry.
- v. The President will not become involved until all actions to resolve the issue with the Program Director have been exhausted (unless the complaint 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, Dean of Education and/or School President for three (3) years.

Prohibition of Retaliation

Retaliation against an individual for bringing a complaint or for assisting another in bringing a complaint is prohibited and a violation of CBD College policy.