
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 instructor and/or Program Coordinator.
- Step #3.** If the concerns are not resolved in step #2, or the instructor 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 the Chief Academic Officer (CAO). The student will be informed of the decision within ten (10) business 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 Chief Operating Officer (COO). The student will be informed of the decision within ten (10) business days.

Formal Complaints to Regulatory Agencies

BPPE

CBD College is approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 and the California Code of Regulations.

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.

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

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Accrediting 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

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

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Department of Education

For issues about financial aid, fraud, waste or abuse of federal funds and civil rights, contact the U.S. Department of Education. Listed below is contact information for these issues:

- Office of the Inspector General investigates fraud, waste or abuse of federal educational funds, including federal student aid funds.

U.S. Department of Education
Office of Inspector General Hotline
400 Maryland Avenue, S.W.
Washington D.C. 20202-1500

1-800-MIS-USED (1-800-647-8733)
Fax: (202) 245-7047

- [Federal Student Aid's Ombudsman](#) will help resolve issues regarding student loan complaints, by working with you and the lender.

https://feedback.studentaid.ed.gov/s/?language=en_US

- [Office for Civil Rights](#) enforces several Federal civil rights laws that prohibit discrimination in programs or activities that receive federal financial assistance from the Department of Education. You may contact their office directly at 1(800) 421-3481 or locate one of their [12 enforcement offices](#).

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 the institution. If appropriate to reach the message sender, a response is given within ten (10) business days.

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 School 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.
- c. Informal resolution of the complaint, comment, suggestion or idea will be attempted.

www.cbd.edu

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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 to the Program Director. Conversely, complaints, comments, suggestions and ideas can be provided electronically via the Feedback Form on the CBD website at <https://www.cbd.edu/about-us/#disclosures>.
 - ii. 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 CAO.
 - iii. Any issues involving the Program Director may be sent directly to the Chief Academic Officer for initial resolution within ten (10) business days of receiving the inquiry.
 - iv. The COO will not become involved until all actions to resolve the issue with the Program Director and Chief Academic Officer have been exhausted (unless the complaint is directly related to the Program Director or Chief Academic Officer). The decision of the COO will be final and not subject to further appeal.
 - v. Records of all communication, meetings and final resolution will be confidentially filed and kept by the Program Director, CAO and the COO for three (3) years.

Complaints About CBD College Distance Education Programs for Student Residing Outside of California:

CBD College enrolls students from states where the College is authorized (i.e., approved or licensed), exempt or otherwise able to offer distance education programs by virtue of not being subject to the applicable state agency's oversight.

If you are a student residing outside of California, who wishes to file a complaint about a CBD College program delivered via distance education, please review the internal complaint resolution procedures articulated in this policy to submit your informal or formal complaint. If you are unable to resolve your complaint through the steps outlined in this policy, a complaint may also be filed with regulatory bodies listed above. A student may also contact his or her specific state agency directly to register a complaint.

CBD College is required to provide a description of the process for submitting consumer complaints in each state in which enrolled students reside. The complaint process for those states in which CBD College is authorized, exempt or otherwise not subject to the applicable state agency's oversight, to offer distance education programs and enroll students is detailed in the section below:

Arizona

The Arizona State Board for Private Postsecondary Education (Board) does not require licensure of distance education programs if there will be no physical presence in Arizona. CBD College does not have a physical presence in Arizona and is therefore not required to be licensed. As CBD College is not currently required to be licensed by the Board please direct any complaints to the Arizona Office of the Attorney General.

<https://gateway-sis.azag.gov/PublicComplaint/begin.aspx>

Florida

After review from the Commission for Independent Education, Florida Department of Education, it has been determined that the educational activities of the College in the state do not require licensure at this time. Please direct any complaints to the California Bureau for Private Postsecondary Education (BPPE). Please see the Formal Complaints to Regulatory Agencies section above for details on how to file a complaint with BPPE.

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Nevada

CBD College is licensed by the Nevada Commission on Postsecondary Education under an experiential courses license. Students enrolled in a licensed private postsecondary educational institution have the right to register a legitimate complaint with the Commission on Postsecondary Education. To file a complaint please fill out and submit a Student Complaint Form available on the agency's website.

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

Texas

CBD College is not regulated in Texas under Chapter 132 of the Texas Education Code; therefore, a license or exemption from the Texas Workforce Commission is not required. The Texas Workforce Commission complaint process does not apply to CBD College; therefore, please direct any complaints to the California Bureau for Private Postsecondary Education (BPPE). Please see the Formal Complaints to Regulatory Agencies section above for details on how to file a complaint with BPPE.

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.