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## GRIEVANCE PROCEDURES

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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](http://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](mailto:bppe@dca.ca.gov) BPPE website: [www.bppe.ca.gov](http://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](mailto:info@abhes.org) ABHES website: [www.abhes.org](http://www.abhes.org)

#### **CAAHEP**

##### **Commission on Accreditation of Allied Health Education Programs**

9355 - 113th St. N, #7709, Seminole, FL 33775  
Phone: (727) 210-2350, Fax (727) 210-2354  
Email: [mail@caahep.org](mailto:mail@caahep.org) CAAHEP website: [www.caahep.org](http://www.caahep.org)

#### **CAPTE**

##### **Commission on Accreditation in Physical Therapy Education**

3030 Potomac Ave., Suite 100  
Alexandria, VA 22305-3085  
Tel (703) 684-2782 Fax (703) 684-7343  
Email: [accreditation@apta.org](mailto:accreditation@apta.org) CAPTE website: [www.capteonline.org/home.aspx](http://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](mailto:members@aota.org) ACOTE website: [www.acoteonline.org](http://www.acoteonline.org)

### 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

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- [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](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.
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.

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- 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. This list of states includes: Alaska, Arizona, Colorado, Florida, Hawaii, Illinois, Nevada, Ohio, Texas, Utah, and Washington.

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:

#### **Alaska**

Please direct any complaints to the Alaska Commission on Postsecondary Education.

[EED.ACPE-IA@alaska.gov](mailto:EED.ACPE-IA@alaska.gov)

#### **Arizona**

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>

#### **Colorado**

Please direct any complaints to the Colorado Commission on Higher Education.

<https://highered.colorado.gov/Academics/Complaints/>

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### Florida

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.  
<https://www.bppe.ca.gov/>

### Hawaii

Please direct any complaints to the Hawaii Department of Commerce and Consumer Affairs Post-Secondary Education Authorization Program.  
[hpeap@dcca.hawaii.gov](mailto:hpeap@dcca.hawaii.gov)

### Illinois

Please direct any complaints to the Illinois Board of Higher Education.  
<https://ibhe.org/>

### Nevada

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/](http://cpe.nv.gov/Students/Students_Home/)

### Ohio

Please direct any complaints to the Ohio Department of Higher Education.  
<https://www.ohiohighered.org/academic-program-approval>

### Texas

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.

### Utah

Please direct any complaints to the Utah Division of Consumer Protection.  
[consumerprotection@utah.gov](mailto:consumerprotection@utah.gov)

### Washington

Please direct any complaints to the Washington Student Achievement Council.  
[info@wsac.wa.gov](mailto:info@wsac.wa.gov)

### 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.