

GRIEVANCE POLICY

The school disapproves of any participation, on the behalf of staff or students, in slander, defamation of character or harassment of any kind. The strictest of disciplinary action will be imposed, up to and including termination. DEC's position and philosophy is to communicate professionally and to assist each other in the pursuit of personal growth and education. Please take care not to become involved in these types of negative behaviors.

When a student experiences difficulty regarding staff, administration, other students, school organizations and/or policy, the following procedure should be used as a process in resolving the issue:

1. The student should approach the problem directly by discussing it with the involved party/parties. If the student is unable to resolve this difficulty, they should then proceed to step two (2) of the grievance policy.
2. The student may discuss the problem with their advisor or other pertinent administration to attempt to alleviate the situation. If the difficulty continues to remain unresolved, the student may proceed to step three (3) of the grievance policy.
3. The student may appeal to the Chief Academic Officer, the school official responsible for the grievance policy, by scheduling an appointment to confer. Upon fully and fairly reviewing the grievance, a written response will be provided to communicate the resolution. If the difficulty is unresolvable, the student may proceed to step four (4) of the grievance policy.
4. The student may appeal to the President of the school by scheduling an appointment to confer.
5. Student inquiries may be directed to the following entities:

DEC is licensed by the Pennsylvania State Board of Private Licensed Schools and is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). Questions or concerns that are not satisfactorily resolved by the person designated above or by other school officials may be brought to the attention of the:

State Board of Private Licensed Schools
Division of Postsecondary Proprietary Training,
Bureau of Postsecondary and Adult Education
607 South Drive, Floor 3E
Harrisburg, PA 17126
717-783-8228

Commonwealth of Pennsylvania
Department of State
Bureau of Professional and Occupational Affairs
State Board of Cosmetology
P.O. Box 2649
Harrisburg, PA 17105-2649
717-787-8530

Accrediting Commission of Career Schools and Colleges*
2101 Wilson Boulevard, Suite 302
Arlington, Virginia 22201
703-247-4212

*ACCSC STUDENT COMPLAINT PROCEDURE

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form.

The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212

www.accsc.org
complaints@accsc.org

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting complaints@accsc.org or at <https://www.accsc.org/StudentCorner/Complaints.aspx>