



Grievance Process

Should a student question prerequisites for program participation, program requirements, participation hours, special needs provision, non-discrimination policy, program extension request rationale, demonstration of candidate competencies and/or denial of preliminary administrative services credential, the following process will be implemented:

- 1) The concern must be put in writing and given to the Program Coordinator. If the grievance is directed towards the Program Coordinator, then the concern will be given to CCCOE's Senior Director, Educational Services.
- 2) A meeting will take place with the Credentialing Program Administrators and the student. The meeting will be scheduled by the Program Coordinator. Program Administrators will review and discuss concerns with the student.
- 3) Program Administrators will then determine next steps.
- 4) An additional meeting may be scheduled to further discuss the situation.
- 5) Following discussion and review of the concern, an attempt to resolve the issue with the Program Coordinator (or Senior Director) will be determined and a decision will be made regarding the grievance.
- 6) The Program Coordinator (or Senior Director) will provide a decision in writing to the candidate within 7 days following the team meetings. The decision will be final.