



Student Grievance Policy

ESL Academy provides opportunities to students to give their feedback regarding the courses and services through the Course Evaluation and Student Services surveys. Based on the feedback, changes or improvements are made to the program, teachers, or services provided to the students.

In cases of more serious grievances, students are given the opportunity to file a complaint with the Campus Director. This is done in writing through the Student Grievance Form and details are provided to fully explain the problem.

The Campus Director will consult with the involved parties, possibly with the Student Representative if communication between the parties is impaired. A resolution or decision will be made by the Campus Director (with consultation with the CEO or other management as necessary).

Appendix 1 – Student Grievance Form



Appendix 1

STUDENT GRIEVANCE FORM

PART I: STUDENT DATA

Last Name	First Name		

Current Address	City	State	Zip
_____		_____	
Phone Number	E-mail		
_____		_____	
Signature	Date		

PART II: STATEMENT OF GRIEVANCE *(Please attach any additional evidence/documentation)*

A. Detailed Description of Grievance

_____		_____	
Submitted to/Received by: Name		Title	

Signature	Title	Date	

PART III: RESOLUTION/DECISION