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| Student Concerns & Complaints POLICY |  |

**Original Date: August 4th, 2019**  **Glocal Institute, Inc.**

# PURPOSE

Glocal Institute, Inc. is committed to providing our students with an excellent educational experience. Students are encouraged to share their concerns and feedback with the school in a professional and positive manner.

# SCOPE

To report concerns regarding employee conduct, school services, facilities, policies, and other general matters.

# POLICY STATEMENT

**ACADEMIC CONCERNS**

To report concerns regarding grades, classroom policies, and other academic issues, after speaking with your instructor, submit a concern to the Administrator.

**BEHAVIORS OF CONCERN**

To report any disruptive, disturbing, or destructive behaviors demonstrated by students, employees, or visitors/guests.

**STUDENT ACCOUNT APPEAL**

To report a concern about student account balances or to request a refund of tuition due to extenuating circumstances.

**ACADEMIC INTEGRITY**

To report incidents of cheating, plagiarism, or other academic misconduct issues.

# Request a complaint form from the Administrator.

This form must be filled out and submitted to the Administrator for review. After review and within 2 weeks, the student will receive a response or be asked to meet to review the circumstances.

# APPROVAL AND REVIEW DETAILS

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| **Approval and Review** | **Details** |
| Approval Authority | 8/4/1 3/30/2021 |
| Advisory Committee to Approval Authority | 8/4 3/30/2021 |
| Administrator | 8/4/19; 3/30/2021, 3/29/24 |
| Next Review Date | 4/1/2025 |