



COMPLAINT / GRIEVANCE POLICY

Student Grievance Policy

The grievance procedure may be initiated by a student or group of students who reasonably believe he/she/they have been subjected to unjust action or denied rights that adversely affect his/her/their status, rights or privileges as a student. It is the responsibility of the student(s) to submit proof of alleged unfair or improper action.

The programs offered at Rhombus University are difficult and demanding programs. Students enrolled in these programs may sometimes experience problems. The school will make every effort to help resolve these problems when made aware of them. The following procedure is designed to assist students to resolve any problems they identify.

1. First, discuss the problem with your instructor rather than with other students.
2. Next, make an appointment to approach the Chief Academic Officer if you and the instructor were unable to resolve the problem. Email gorhombus@gmail.com with the subject heading "Student Grievance" and a description of the occurrence and student request.
3. If the problem is still not resolved, the student may petition for the situation to be reviewed by the Academic Affairs Committee. Email gorhombus@gmail.com with the subject heading "Academic Affairs Petition" formally requesting a meeting.
4. 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.¹
5. A student or any member of the public may file a complaint about this institution with Distance Education Accrediting Commission (DEAC), a national accrediting organization. The DEAC's contact information is as follows:

Distance Education Accrediting Commission
1101 17th Street NW, Suite 808, Washington, D.C. 20036
www.deac.org, (202) 234-5100

¹ CEC 94909(a)(3)(C)