Grievance Policy

(Printed in FEI's Catalog)

Grievance Policy

FEI strives to have an excellent relationship with its students and, as such, we work hard at keeping all student communication open and accessible in order to timely address student needs. It is understood that the health and safety of students and staff are FEI's primary concern. In the event of extreme cases, it may be necessary for FEI to take immediate disciplinary action. In such cases, FEI's emergency disciplinary procedure constitutes administrative action being followed up with one-on-one meeting with student/staff members or providing timely written notice, and/or reporting to appropriate authorities. In the event that a student complaint emerges, including complaints pertaining to fair consumer practices, students are expected to resolve such grievances in an appropriate, constructive, and timely manner with FEI. It is incumbent upon FEI faculty members to immediately report to the Campus Director any potential student complaint or potentially necessary disciplinary action. Most student complaints are often resolved through open dialogue with the parties involved. Any student grievance not resolved by the instructor and/or Academic Advisor must be presented to the Campus Director for resolution. If, at any time, a student requests to speak to the Campus Director, such request must be granted without further inquiry. The Campus Director will meet with the student in an effort to reach a resolution. If the Campus Director's efforts do not result in a satisfactory resolution to the student, the Campus Director is to request the student to submit a formal written grievance for final consideration and resolution to services@fei.edu. A formal grievance can only exist if it is submitted in written form to the Campus Director by way of an email to services@fei.edu. The Campus Director must collaborate with FEI's senior management and FEI will respond to a formal grievance in writing to the email address used by student in communicating the formal grievance within five (5) business days. Grievances not resolved at the institutional level may be presented to the licensing and/or accreditation agencies listed in this catalog. For instructions on how to file a complaint against the school, please go to: Florida Department of Education's Commission on Independent Education website at http://fldoe.org/policy/cie/file-a-complaint.stml, mailing address 325 W. Gaines Street, Suite 1414 Tallahassee, FL 32399-0400, telephone number (888)224-6684, by fax at (850)245-3238, or email cieinfo@fldoe.org; and/or the Council on Occupational Education, at 7840 Roswell Road, Building 300, Suite 325, Atlanta, Georgia 30350, Telephone 880-917-2081, www.council.org.