



Complaint Procedure

1. Student should first discuss the challenge with their phase educator.
2. If the Student does not feel the phase educator resolved the challenge the next step is to schedule a meeting with the department team lead.
3. If the Student does not feel the team lead resolved the challenge the next step is to write a formal internal complaint to the director of education/director: A formal complaint must be completed by the Student and then given to the education director/ director for review.
4. The director will then review and respond to the complaint by scheduling a meeting within 30 days of receiving the complaint form.
5. The complaint will go the complaint review board:
Board consists of the following members:
 - i Director
 - ii Education Director
 - ii Department Team Lead
 - iv Educator
 - v Student
6. The Student may file a complaint with the following:
 - a. Division of Occupational and Professional Licensing (DOPL)
160 E 300 S., Salt Lake City, UT 84111
[CLICK HERE FOR DOPL COMPLAINT FORM](#)
 - b. NACCAS
3015 Colvin Street, Alexandria, VA 22314, 703-600-7600
[CLICK HERE FOR NACCAS COMPLAINT FORM](#)