Paul Mitchell The School North Haven

CONNECTICUT OFFICE OF HIGHER EDUCATION COMPLAINTS AND INQUIRIES POLICY

The complaint will be referred to the School Director and/or School Owner. The following complaint procedures shall be used to address a complaint filed by Future Professionals for complaints filed on their behalf against employees, other Students, or third parties. A copy of the Grievance form may be obtained from the School's Director.

In order to facilitate the investigation, the complaint must include details of the incident or incidents, dates and times, names of the individuals involved, and names of any witnesses. The time necessary to conduct an investigation will vary based on complexity of the allegation(s) but will generally be completed within fourteen (14) days of receipt of the complaint.

if a complaint cannot be resolved through the school's internal process, they may file a complaint with the Connecticut Office of Higher Education. If the complaint is resolved within the twenty-day period, both parties shall inform the commissioner or his designee. If the complaint is not resolved within the twenty-day period, the complainant shall inform the commissioner or his designee.

In unresolved cases, the commissioner or his designee shall attempt to mediate the complaint which includes the evaluation of the complaint, the determination whether there is any violation of existing statutes or regulations which may be cause for revocation or emergency action as provided under Section 10a-22k-9 or administrative penalties as provided under Section 10a-22k-12, and the submission of a written proposed resolution of the complaint to both parties. If either party does not accept the proposed resolution of the complaint, the commissioner or his designee shall inform both parties concerning their right to pursue a resolution of the complaint in Connecticut Superior Court or through other legal means. The evaluation procedures in unresolved cases shall include, but not to be limited to the following: (1) interview with the complainant unless waived by the complainant, (2) review of all pertinent documents, and (3) visit to the school against which the written complaint has been filed.

Students will not be subject to retaliation for filing a complaint. If a Student feels that they have been retaliated against for reporting a matter covered by this complaint policy, they may submit a written grievance under this policy.

Complaints can be filed with CTOHE at **https://veoci .com/v/p/181953/workflow/gjrt4qhrrvkv**.
State of Connecticut Office of Higher Education
450 Columbus Boulevard, Suite 707
Hartford, CT 06103-1841 (860) 947-1816

The State of Connecticut Office of Higher Education will acknowledge receipt of your complaint in writing, and review it to see if it falls within our regulatory authority. If it does not, we will so notify you, and may refer it to another agency. If it does fall within our jurisdiction, we will notify both you and the school/college, and share a copy of your complaint with the institution with a request for a written response within 20 days regarding the situation and whether appropriate institutional policies, and state statutes and regulations, have been followed. Depending on the institution's response, we may request more information from the institution or from you.