

STUDENT COMPLAINT / GRIEVANCE PROCEDURE

Disputes may occur on matters where reasonable individuals hold differing opinions. Gulf Coast College has established a structured and fair procedure for addressing student complaints and grievances.

A grievance refers to a disagreement or dispute between a student and the college or its personnel regarding the interpretation or implementation of rules, policies, procedures, or regulations. Students are required to submit any grievances within ten calendar days of the incident to facilitate prompt resolution.

- **Classroom Matters:** Students with grievances concerning non-academic matters, e.g., financial aid, should direct the matter to the appropriate departmental supervisor. Should the grievance remain unresolved, the student will be advised to submit the matter in writing to the Campus Director. The Campus Director may review the matter with all the parties concerned and may meet with the student. A decision will be returned within seven days of receipt of the written grievance.
- **Other Academic Matters:** Students with grievances concerning academic policies, procedures, or regulations not related to the classroom should discuss their concerns with their Director of Education or Campus Director.
- **Non-Academic Matters:** Students with grievances concerning non-academic matters, e.g., financial aid, should direct the matter to the appropriate departmental supervisor. Should the grievance remain unresolved, the student will be advised to submit the matter in writing to the Campus Director.
 - The Campus Director may review the matter with all the parties concerned and may meet with the student.
 - A decision will be returned within seven days of receipt of the written grievance.
- **For All Matters:** If unsatisfied with the decision of the Campus Director, students may write to the President of the Gulf Coast College system. Please direct all inquiries to:

Education Management Inc. dba Gulf Coast College

12251 Bernard Pkwy, Gulfport, MS 39503

Attn: Gulf Coast College - President

Schools accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting ACCSC. All complaints considered by ACCSC must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response.

The Commission will keep the complainant(s) informed as to the status of the complaint as well as the final resolution. Please direct all inquiries to ACCSC at the address listed below. A copy of the Commission's Complaint Form is available and may be obtained by contacting the Campus Director.

Accrediting Commission of Career Schools and Colleges

2101 Wilson Boulevard, Suite 302, Arlington, VA 22201

(703) 247-4212 | www.accsc.org | complaints@accsc.org

State of Louisiana: Student complaints relative to actions of school officials may be addressed to the Louisiana Board of Regents, Division of Planning, Research and Performance, Proprietary Schools Section, 1201 North Third Street, Suite 6-200, Baton Rouge, LA 70802 – (225) 342-4253, only after the student has unsuccessfully attempted to resolve the matter with the school after having first filed a written and signed complaint with the school's officials

- Louisiana Board of Cosmetology
11622 Sunbelt Court, Baton Rouge, LA 70809
(225) 756-3404
<https://www.lsbclouisiana.gov>
- Louisiana Board of Massage Therapy
9619 Interline Avenue, Suite B, Baton Rouge, LA 70809
(225) 756-3488
<https://www.labmt.org/contact-us>
- Louisiana State Board of Practical Nurse Examiners
131 Airline Drive, Suite 301, Metairie, LA 70001
(504) 838-5791
https://www.lsbpne.la.gov/resources/contact-us/?utm_source=chatgpt.com

State of Mississippi: Student complaints should be directed in writing to the State of Mississippi Commission on Proprietary School and College Registration, 3825 Ridgewood Road, Jackson, MS 39211 (601) 432-6518.

- Mississippi State Board of Cosmetology and Barbering
239 North Lamar Street, Suite 301, Jackson, MS 39201
(601) 359-1820
<https://www.msbcbb.ms.gov/about>
- Mississippi State Board of Massage Therapy
P.O. Box 20, Morton, MS 39117
(601) 732-6038
<https://www.msbbmt.ms.gov/contact-us>
- Mississippi Board of Nursing
713 S. Pear Orchard, Road, Plaza II #300, Ridgeland, MS 39157
(601) 957-6300 – Office | (601) 957-6301 – Fax
<https://www.msbn.ms.gov/board/contact-us>