

COMPLAINTS: INTERNAL GRIEVANCE PROCEDURE POLICY

Each accredited institution must have an internal complaint or grievance procedure to resolve student complaints at the local level. A student with a complaint must exhaust the institution's internal complaint process before submitting the complaint to the National Accrediting Commission of Cosmetology Arts and Sciences.

The school must describe its internal complaint process in the Institutional Self-Study submitted to NACCAS and it will be reviewed during the on-site evaluation, either special or regular.

