



Thursday, August 15, 2024

GRIEVANCE POLICY

The purpose of this policy is to provide a clear and comprehensive framework for addressing student grievances and complaints. It is essential to promote a safe, harmonious, and bias-free environment for the university community while ensuring that students' rights and concerns are addressed promptly and fairly.

MBTU students are expected to uphold high standards of integrity and behavior, inside and outside of the university. Any member of the university community, department or academic unit may register a complaint of violation of the Code of Conduct.

GENERAL PROVISIONS

- When the complaint concerns a faculty member or administrator, the institution will ensure that the faculty member or administrator has had sufficient opportunity to provide a response to the complaint.
- The policy prohibits retaliatory acts against anyone who files a grievance and/or complaint.
- All grievances must be signed and dated, except sexual harassment grievances if the student chooses.
- Filing a grievance does not exempt students from meeting academic requirements.
- All grievances/complaints will be retained as a part of the institution's record of student grievances/complaints.

TYPES OF GRIEVANCES

- **Standard Grievance:** Students may file a standard grievance when they believe a university employee, fellow student, or third party has violated university policies or acted in a discriminatory manner. It covers issues related to age, sex, race, ethnicity, religion, national origin, disability, or other conditions. It also encompasses administrative, financial and technical matters.
- **Academic Grievance:** Students can file an academic grievance if they have concerns related to workshops, forums, academic content, final grades, classroom procedures, unfair treatment by an instructor, or discrepancies in course requirements.

Procedure

Standard Grievance

If any student deems it necessary to file a grievance, in accordance with the criteria defined previously, they must report this incident to the Student Service Coordinator at studentservices@mbtu.us. The Student Services Coordinator will initiate the necessary analysis and engage with the relevant parties to ensure a suitable response within a period of 15 business days.

Academic Grievance

A complaint must be prepared in writing and be initially directed to the Academic Director and/or the Academic Coordinator. Any complaint should be submitted as soon as possible after the incident occurs, preferably within forty-eight (48) hours.

1. The first level is the Academic Coordinator. If, after receiving the Academic Coordinator's answer, the student is not satisfied, the student may then proceed to the 2nd level which is the Academic Director.
2. Submit the problem to the Academic Director for a final decision or resolution. In the event the student is asked to present the complaint in writing, the Academic Director will review the case and discuss the facts with all those involved. The student will then be provided with a final answer to the matter. The final answer will be provided in 10 business days.
3. If on the other hand, the student does not want to talk with someone about the complaint or grievance he/she may write down the complaint on a piece of paper and email it to lcontino@mbtu.us. The complaint will be reviewed by the Academic Director's office, and if merited a decision will be announced. In addition, it will also be discussed in any other necessary meeting.
4. The student who is not satisfied with the decision rendered by the Academic Director level staff, can petition in writing to the University Executive Director, whom after reading the petition and reviewing all relevant information will make a final determination on the issue. The final answer will be provided in 15 business days.

Retention and Storage

The Student Services Coordinator and Academic Coordinator will store all documents and records related to grievances/complaints in the institutional digital repository. These will be stored in a secure and organized digital format, ensuring their accessibility and indefinite preservation.

Filing a complaint with the Commission for Independent Education (CIE)

In accordance with rule [6N-1.006](#), F.A.C. for unresolved matters, students may contact the Commission for Independent Education, Florida Department of Education.

To voice a concern against a nonpublic postsecondary institution in Florida, please write a letter or send an e-mail to the Commission for Independent Education with the information detailed in the section [Student Concerns](#) on CIE's website.

Send Letter To:

Commission for Independent Education 325 W. Gaines Street, Suite 1414
Tallahassee, FL. 32399-0400

Or E-mail: CIEINFO@fldoe.org

Or Fax: 850-245-3238

Filing a complaint with the Distance Education Accrediting Commission (DEAC)

Students can also reach out to the Distance Education Accreditation Commission and follow the [DEAC Complaint Procedure](#).

Written complaints may be submitted to:

Executive Director

DEAC
1101 17th Street NW, Suite 808
Washington, DC 20036
ATTN: COMPLAINTS

Disciplinary Action

In extreme cases, it may be necessary to administer disciplinary action. The steps of corrective disciplinary action are:

- First Violation: a verbal action/warning
- Second Violation: a written warning
- Third Violation: expulsion from the Institution.

There are certain violations, which are of such a serious nature that they will result in an immediate expulsion by the Academic Director without the above steps.

Complaint Withdrawal

Student may withdraw a complaint at any time during the complaint process by notifying, in writing, the Student Services Coordinator, Executive Director, and/or President, as applicable.