Student Complaint Process

TTCN Philosophy of Conflict Resolution

It is the philosophy of the TTC's that many complaints can be resolved through open and clear communication, and should be resolved at the lowest level possible. Therefore, the student should first discuss the complaint with the instructor, administrator or student involved in the matter in an attempt to resolve the concern.

If the concern cannot be resolved through informal discussion, the student may file a written complaint with the office of Student Services or office of Allied Health. The Student Services Coordinator or Allied Health Coordinator will meet with the student, investigate the complaint, consult other TTC personnel or students as needed, determine an appropriate resolution, and notify the student, in writing, of the outcome.

If the student is not satisfied with how the administrators attempted to resolve the issue, the student may appeal to the Director. The Director may discuss the matter with the student and the Coordinator, and any other personnel he/she feels appropriate. The Director will provide a decision to the student within five (5) days of receipt of the appeal.

The Student Complaint policy is in PDF format and will require Adobe's free Acrobat Reader [1] to view and/or print.

Student Notice Regarding Complaints at Tennessee Technology Centers

Students or prospective students who wish to file a complaint related to accreditation or regarding violations of state law not resolved at the institution may submit a Student Complaint Form to the Tennessee Board of Regents at 1415 Murfreesboro Road, Suite 340, Nashville Tennessee 37217, or by going on line and filing out the form electronically
at http://www.tbr.edu/contact/default.aspx?id=2936 [2].

Under Tennessee's open records law, all or parts of complaints will generally be available for review upon request from a member of the public.

Complaints regarding accreditation can also be made by contacting the Council on Occupational Education (COE) at 7840 Roswell Road, Building 300 Suite 325, Atlanta, Georgia 30350 (www.council.org [3]).

Complaints of fraud, waste or abuse may be made by email at reportfraud@tbr.edu [4] or by calling the Tennessee Comptroller's Hotline for Fraud, Waste and Abuse at 1-800-232-5454.

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and/or print. The document is also available at the TTCN main campus.

Student Complaint Policy [5]

Source URL: http://www.ttcnashville.edu/student-complaint-process

Links:
[1] http://get.adobe.com/reader/
[2] http://www.tbr.edu/contact/default.aspx?id=2936
[3] http://www.council.org/
[4] mailto:reportfraud@tbr.edu
[5] http://www.ttcnashville.edu/sites/default/files/nashville/documents/Student Complaint Process and TTC Fees and Refunds/TTCNashvilleGuidelines.pdf

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