

# Student Grievance/Compliant Policy

A grievance is a claim, a complaint, or an expression of concern made by a student regarding certain aspects of his or her educational experience including misapplication of campus policies, rules, regulations, and procedures, or unfair treatment, such as coercion, reprisal, or intimidation by an instructor or other campus employee, including those on the ground and online. HCI College has a formal procedure to resolve complaints and concerns that students may have about the implementation of the policies and procedures that govern the College. The collegial community benefits from prompt resolution of any issue that may arise. The student grievance/complaint procedure will be followed only in cases where there is not a grievance procedure governing a specific policy.

The grievance policy requires that all parties conduct themselves with a professional decorum and with respect for all participants in the process. Any individual who cannot abide by the standards of civility will forfeit his/her right to participate in the process.

Students should initially discuss the grievance with their instructor or program director immediately. An appeal is the escalation of the complaint to a next level authority. If the appeal is about an academic decision such as a grade, please see the academic appeals process.

***A student has the right to appeal all matters with respect to:***

1. Disciplinary act3.9C academic bFneact3.9C actiiiiiiiiini.90.T87ZÜQh;EJxn8v=D4ÑÖ Admission decisions;
3. Tuition and fee matters;
4. Financial awards or policies, including satisfactory academic progress;
5. Educational policiesCertain decisions may not be ap

pealed. If a student is terminated for failing to meet standards of Satisfactory Academic Progress (SAP), including exceeding the maximum timeframe to complete the program, he or she is not entitled to appeal unless there is documented proof of mitigating circumstance such as a medical or disability condition that impacted their ability to study or participate in the program.





## Accrediting Agency

### **Accrediting Commission of Career Schools and Colleges (ACCSC)**

Colleges accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the College has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the College for a response. This can be accomplished by filing the [ACCSC Complaint Form](#) found in the Appendix of this Catalog. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission.

***Please direct all inquiries to:***

Accrediting Commission of Career Schools & Colleges  
2101 Wilson Boulevard, Suite 302  
Arlington, VA 22201  
Telephone: (703) 247-4212  
Email: [complaints@accsc.org](mailto:complaints@accsc.org)  
[www.accsc.org](http://www.accsc.org)

## Audit Policy

Current or former students may audit a course based on class/seat availability. To audit a course, students must obtain the permission of the Dean of Academics and/or the Campus President/Director and submit a request at the earliest time possible prior to the beginning of a new term. Any fees are the financial responsibility of the student. The decision to allow a student to audit a class is solely at the discretion of HCI College.

## Repeat Course Policy

.D.N. nursing core courses) has been earned may be repeated for grade average purposes. Only the higher grade is used in computation of a cumulative grade point average (CGPA) at HCI College. Students may only receive federal financial aid funding for one repetition of a previously passed course.

All repeated courses, including withdrawals from repeated courses, affect financial aid satisfactory academic progress calculations. A repeated course along with the original attempt must be counted as attempted credits.

Regardless of if a student is eligible or not eligible for Federal Financial Aid funding, **no course may be repeated more than once. If a student fails the same course two times, they will be dismissed from the College.** The student may request the opportunity to appeal a dismissal; the student must submit a written request to the Dean of Academics and/or Campus President or designee.

A course in which a student has failed may be repeated for grade average purposes. Courses may not be repeated for grade average purposes after graduation.

**If a student fails three nursing core courses, the student will be dismissed from the College.**

Note  
*Students should speak with the Financial Aid Department for further details.*