Paul Mitchell The School Phoenix

GRIEVANCE PROCEDURE

This Grievance Procedure will be used to process a written grievance or complaint concerning any other grievance, not covered by the above Protected Class Non-Discrimination Policy and Procedures and Anti Bullying Policies that a Future Professional feels have been left unresolved against a Future Professional, employee, or third-party. The grievance or complaint will be referred to the School Director and/or School Owner. The following grievance procedures shall be used to address a grievance filed by Future Professionals for complaints filed on their behalf against employees, other Future Professionals, or third parties. This process will be used to investigate reports under the Anti-Hazing Policy. For the Anti-Hazing Policy specifically, the School may initiate the process without a Future Professional grievance if may also be used by the School independently. A copy of the Grievance form may be obtained from the School's Director.

In order to facilitate the investigation, the complaint must include details of the incident or incidents, dates and times, names of the individuals involved, and names of any witnesses. A complaint should be filed within seven (7) days from the date of the alleged incident to allow the school to take timely and appropriate action. The complaint once received will be maintained in the Director's office, which has limited staff access. The school Director has the responsibility of investigating the complaint allegations; however, if it is in the best interest of the parties involved the school may choose to designate another individual to follow this process.

The time necessary to conduct an investigation will vary based on the complexity of the allegation(s) but will generally be completed within fourteen (14) days of receipt of the complaint. If a Grieving Party requests confidentiality, the school will take all reasonable steps to investigate and respond to the Grievance consistent with the request. If a complainant insists that his or her name or other identifiable information not be disclosed to the party alleged to have engaged in the behavior, the school will inform the Grieving Party that its ability to respond may be limited. In circumstances involving Hazing, the School may be required to take action that discloses identifiable information based on the reported information.

All complaints involving a student, employee, contract worker, vendor, customer service guest, or other person who does business with the school will be referred to the school's Grievance Coordinator. The Grievance Coordinator will begin the complaint process outlined in this policy.

INVESTIGATION OF ALLEGATIONS

The school will investigate all complaints received. The school's grievance procedures are designed to ensure that the complaint process is free from conflicts of interest.

- During the grievance process each individual is considered innocent of the alleged conduct until a determination regarding responsibility is made at the conclusion of the grievance process. The school may remove an individual from the school on an emergency basis, provided that the school undertakes an individualized safety and risk analysis, and determines that an immediate threat to the physical health or safety of any student or other individual arising from the allegations justifies removal and provides the individual with notice and an opportunity to challenge the decision immediately following the removal. In the case of a school employee, the school may place the individual on mandatory administrative leave.
- All provisions, rules, or practices that are a part of the school's grievance process for handling formal complaints apply equally to both parties.

- The school will make appropriate referrals to law enforcement, if necessary. The school will also notify complainants of the right to proceed with a criminal investigation, while the school conducts its own investigation simultaneously. The school will not wait for the criminal investigation or criminal proceeding to be concluded before beginning its own investigation and acting on the evidence obtained.
- The school will dismiss allegations of conduct that do not meet the school's written policies.
- The school will provide equal opportunity for the parties involved to present facts, documentation, and witnesses. Any witnesses listed will be interviewed by the school Grievance Coordinator.
- The school may, in their discretion, dismiss a complaint or allegations therein if the complainant informs the Grievance Coordinator in writing that the complainant desires to withdraw the formal complaint or allegations therein, if the individual is no longer enrolled or employed by the school, or if specific circumstances prevent the school from gathering sufficient evidence to reach a determination. If the complaint is dismissed, the school will give the parties written notice of a dismissal of the complaint and the reasons why.
- The school may, in their discretion, consolidate complaints where the allegations arise out of the same facts or circumstances, whether it is complaints against multiple individuals.
- Upon conclusion of the investigation into the allegations, the Grievance Coordinator will provide a written determination to all parties, as to the final decision and any actions taken.

Students should follow the above process; however, the student may, at any time, file a complaint with the school's accrediting agency, or the U.S. Department of Education.

Complaints can be filed with ASBOC at https://boc.az.gov/complaints:

Arizona State Board of Cosmetology
1721 E. Broadway Road
Tempe, AZ 85282
(480) 784-4539

Procedures for filing a complaint with the Arizona State Board of Cosmetology

This Board is charged with the administrations and enforcement of the COSMETOLOGY (A.R.S. § 32-501 ET. Seq.). We investigate complaints involving unlawful acts including false advertising, deceptive statements, violations of health and sanitation regulations, employment of unlicensed persons for professional services, incompetence and/or malpractice. If you feel you have been the victim of any of the above or have information about a specific incident complete the enclosed form and mail it to us.

If we can't understand your complaint, we can't help you. So, take a minute to ORGANIZE your information so that the details are clearly stated.

Some Tips On Preparing A Written Complaint

First, make a separate list of the things you want to say. Try to separate your feelings from the facts.

Present the events in the order in which they happened, using dates whenever possible.

Enclose copies of documents such as contracts, letters, advertisements, sales slips, cancelled checks, warranties, papers or other documents that may support your complaint. Keep the originals for your files.

Remember that your complaint should describe the event or practice which was misleading to you. If possible, you should state why the practice was misleading.

Please complete the complaint form and return it to our office. Our ability to assist you will depend upon your giving us a complete and detailed statement including any representations made to you.

MAIL OR DELIVER your complaint to:
Arizona State Board of Cosmetology
1740 W Adams #4400
Phoenix AZ 85007
(480) 784-4539

Upon receipt of your complaint, we will determine if your complaint comes under our authority. If it does, we will take such action as is possible under our statutory authority. If your complaint does no fall under our authority, we will refer you to the appropriate agency.

Law prohibits us from giving you legal advice, legal opinion or action as your private attorney. If you have suffered or may suffer a significant monetary loss, you should contact a private attorney to discuss your legal rights and remedies. If you don't have a private attorney the County Bar Association's Lawyer Referral service should be consulted or the local Legal Aid Society may be able to assist you.

File the complaint form online: If Anonymous, please fill the required * fields - "N/A" or "Anonymous"

To file a complaint with the school's accrediting agency, the National Accrediting Commission of Career Arts and Sciences, please follow the directions below:

- Go to https://naccasngo.sharepoint.com/sites/NACCASWeb/Shared%20Documents/Website%20Public%20Documents/Applications%20&%20Forms/All%20Applications%20&%20Forms/Complaint%20Form.pdf for a copy of NACCAS' complaint form.
- An individual must complete the form and submit it to:
  NACCAS
  3015 Colvin Street
  Alexandria, VA 22314
- "Student complainants: In accordance with NACCAS' Standards and Criteria, schools must have a policy and procedure for handling student complaints and inform the students in writing of same. The notice must be included in the school's catalog, handbook, other published materials, and/or otherwise prominently displayed in the school. NACCAS shall not consider a student complaint until all procedures and remedies within the institution have been exhausted. A student complainant must show that the institution's complaint procedure has been followed and state why the matter is considered still unresolved when he/she submits a complaint to NACCAS."
  "The NACCAS complaint process is intended as a tool for NACCAS to monitor whether accredited schools are complying with NACCAS' accreditation standards. It is not designed or intended as a means for providing individual relief to the person filing the complaint. As detailed in NACCAS' Handbook, NACCAS' Board of Commissioners will not intervene on behalf of individuals in cases of disciplinary action or dismissal, or act as a court of appeals in such matters as admission, graduation, fees, or similar points of issue. If you are seeking relief for personal grievances against the institution identified in your complaint, you are advised to exercise your rights under the institution's internal grievance policy. If you are not satisfied with the results of that process, you may wish to consult with the state regulatory board or agency that licenses the institution concerning your rights under state law and regulations."
- Upon conclusion of the investigation into any allegations, NACCAS will send the individual a letter notifying them of their decision.

Students will not be subject to retribution upon filing a complaint.