



**The Adrian H. Wallace Barber Academy**  
**3822 N 9th Ave**  
**Pensacola, FL 32503**  
**850-692-9298**

### **Grievance Policy**

In accordance with the institution's mission statement, the school will make every attempt to resolve any student complaint that is not frivolous or without merit. Complaint procedures will be included in new student orientation thereby assuring that all students know the steps to follow should they desire to register a complaint at any time. Evidence of final resolution of all complaints will be retained in school files to determine the frequency, nature and patterns of complaints for the institution. The following procedure outlines the specific steps of the complaint process:

1. The student should register the complaint in writing on the designated form provided by the institution within 60 days of the date that the act which is the subject of the grievance occurred.
2. The complaint form will be given to the school owner.
3. The complaint will be reviewed by management and a response will be sent in writing to the student within 30 days of receiving the complaint. The initial response may not provide for final resolution of the problem but will notify the student of continued investigation and/or actions being taken regarding the complaint.
4. If the complaint is of such nature that it cannot be resolved by management, it will be referred to an appropriate agency if applicable.
5. Depending on the extent and nature of the complaint, interviews with appropriate staff and other students may be necessary to reach a final resolution of the complaint.
6. In cases of extreme conflict, it may be necessary to conduct an informal hearing regarding the complaint. If necessary, members of the institution's Advisory Committee will hold the hearing within 90 days of the original complaint. The student will represent his/her case followed by the institution's response. The Advisory Committee will be allowed to ask questions of all involved parties. Within 15 days of the hearing, the committee will prepare a report summarizing each witness' testimony and a recommended resolution for the dispute. School management shall consider the report and either accept, reject or modify the recommendations of the committee.
7. Students must exhaust the institution's internal complaint process before submitting the complaint to the school's licensing agency.

If a student's complaint or grievance is not resolved by the persons designated above, a student may choose to seek resolution by bringing it to the attention of the Commission for Independent Education, 325 West Gaines Street, Suite 1414, Tallahassee, Florida 32399-0400. Toll Free Phone: 888-224-6684. [www.fldoe.org/cie/](http://www.fldoe.org/cie/).