

## GRIEVANCE SYSTEM

revised January 2018

Leon's Beauty School maintains an "open door" policy to encourage students to communicate about any concerns they might have about their training while enrolled in school. Students should feel comfortable relating any problems to the instructors and staff as their successful completion of this program is our top priority.

Leon's Beauty School does not condone any behavior that negatively affects the training of any student. Examples of such behavior are (but not limited to) nation, religious, or racial discrimination, sexual harassment, stealing, fighting, drug or alcohol abuse, or any behavior that endangers the well-being of students or staff.

If a student feels they have a complaint or concern the first step should be communicating directly with an instructor or the Director of the school. Do not hesitate in relating any problems. If you feel your communication has not relieved the problem, Leon's Beauty School has a formal complaint system for the students, teachers, or interested parties to follow:

1. The complaint must be in writing to the Director of the school outlining the allegation or nature of the complaint.
2. The Director of the school will meet with the complainant as soon as possible but not more than 10 days of receipt of the written complaint. If the complaint cannot be resolved during this discussion, the complainant will be referred to the Complaint Committee. All discussions will be documented and a copy given to the complainant.
3. Leon's Beauty School's Complaint Committee has three members: Director of the School, Director of Education, and Financial Aid Administrator. This committee will meet within 21 days of receipt of the complaint and review the allegations.
4. If more information from the complainant is needed, a letter should be written outlining the additional information requested.
5. If no further information is needed the Complaint Committee will act on the allegations and a letter sent to the complainant within fifteen calendar days stating the steps taken to correct the problem, or information to show that the allegations were not warranted or based on fact.
6. If the complainant wishes to pursue the matter further, they should contact the school's accrediting agency: the North Carolina State Board of Cosmetic Arts or the North Carolina Administration Office. The contact information is:

The National Accrediting Commission of Career Arts & Sciences  
3015 Colvin St  
Alexandria, Virginia 22314  
[www.naccas.org](http://www.naccas.org)

North Carolina State Board of Cosmetic Arts  
1207 Front St. Suite 110  
Raleigh, NC 27609  
[www.nccosmeticarts.com](http://www.nccosmeticarts.com)  
“Consumer & Student Complaints” forms are online

North Carolina General Administration  
910 Raleigh Road  
Chapel Hill, NC 27515  
Or email your complaint to [studentcomplaint@northcarolina.edu](mailto:studentcomplaint@northcarolina.edu)