College of Court Reporting

Complaint/Grievance Policy

2803 Boilermaker Court, Suite 2B

Valparaiso, Indiana 46383

866-294-3974 / 219-531-1459

ccr.edu

Complaint/Grievance Policy

The College of Court Reporting (CCR) maintains this Complaint/Grievance Policy to ensure students have a clear, fair process for raising concerns and seeking resolution.

By definition, a complaint or grievance is a formal expression of dissatisfaction regarding institutional policies, procedures, services, faculty conduct, grading, administrative decisions, or other matters affecting a student's educational experience.

Students should first address the issue directly with the faculty or staff member involved. Many concerns can be resolved through open communication without the need for a formal complaint. If the student is uncomfortable approaching the individual directly, or if informal discussion does not resolve the matter, the student should file a formal complaint as described below.

How to File a Complaint/Grievance

Students who wish to file a complaint should submit a written statement to, Chris Kostbade, the Director of Education.

Email: chris.kostbade@ccr.edu
Mail: 455 West Lincolnway, Suite A, Valparaiso, IN 46385

The written statement should include the student's name, contact information, a description of the concern, the date(s) of the incident(s), and the desired resolution.

Review Process

Upon receiving a formal complaint, the Director of Education will review the grievance and evaluate relevant information. The Director of Education may request statements or documentation. A written decision is issued within 10 business day of receipt. If additional time is required, CCR will notify the student of the delay and the reason for it. Students may appeal the decision in writing within 10 business days if there is evidence of procedural error or new information. Appeals are reviewed by the President. A final written decision is issued within 30 business days.

CCR will review all complaints in a timely, fair, and equitable manner. When a complaint concerns a faculty member or administrator, CCR will provide that individual with notice and a reasonable

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opportunity to respond before making a final decision.

Resolution and Follow-Up

Upon completing its review, CCR will notify the student in writing of the outcome and any actions taken. CCR will take appropriate corrective or enforcement action when warranted by the findings of its review.

CCR retains complete files for all complaints filed against the institution, its faculty, staff, students, or other associated parties for five years from the date of filing.

External Agencies

If a student believes a complaint has not been satisfactorily resolved through CCR's internal process, the student may contact the following external agencies:

The Indiana Board for Proprietary Education (IN BPE), 101 West Ohio Street, Suite 670, Indianapolis, IN 46204, (317) 464-4400

ICHE Student Complaint Information

ICHE Student Complaint Form

Distance Education Accrediting Commission (DEAC), 1101 17th Street NW, Suite 808, Washington, DC 20036, (202) 234-5100

DEAC Student Complaint Information

DEAC Student Complaint Form

National Court Reporters Association (NCRA), 12030 Sunrise Valley Drive, Suite 400, Reston, VA 20191, (800) 272-6272

NCRA Complaint Information and Form

National Verbatim Writers Association (NVRA), 629 North Main Street Hattiesburg, MS 39401, (601) 582-4345

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