



Student Grievance Policy

Revised 12.2024

The student grievance policy provides a process to facilitate resolution of student concerns. If a disagreement occurs, students should follow the following steps:

1. For course-specific academic concerns, a student should first attempt to resolve the difference with the course instructor. For non-academic concerns, a student should communicate with their program director, academic dean, or campus managing director.
2. If a satisfactory solution cannot be achieved, or for a student with concerns of a non-academic nature, the student may choose to submit a formal grievance.
3. Formal grievances must be submitted to the campus academic dean, program director or managing director, as appropriate to the concern. Grievance submission must be in the form of a written letter and must contain a statement of the alleged violation(s), a statement of the student's desired resolution, and the student's name, address, and phone number. Although documentation of the alleged incident is not required as part of the grievance, reliable documentation and/or statements can assist Dorsey College in a fair and accurate review of the grievance. In order to resolve the situation in a timely manner, the student is required to provide information promptly. If the student fails to provide requested information in a reasonable period of time (typically 10 working days), the grievance may be cancelled, and no further consideration will be given.
4. The written formal grievance will be investigated, and the determination will be provided in a timely manner to the student.
5. Any resolution that is unsatisfactory to the student may be appealed in writing to the vice president, education and career services or, for nursing students, to the executive director of nursing to the program director at Grievance@dorsey.edu, whose decision in all matters will be final.

Dorsey College operate in accordance with standards established by the following agencies:

Council on Occupational Education
7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350
Telephone: (707) 396-3898 www.council.org

Michigan Department of Labor and Economic Opportunity -
Workforce Development
201 N. Washington Square, Lansing, MI 48913
Telephone: (517) 335-5858
Students can file a complaint with the State of Michigan online at
www.michigan.gov/pss

National Council for State Authorization Reciprocity Agreements
3005 Center Green Drive, Suite 130, Boulder, CO 80301
Telephone: (303) 541-0275
For complaints not resolved by the institution, students may file a complaint with
Michigan's State Portal Entity at www.michigan.gov/pss

The Michigan Board of Nursing, Bureau of Health Professions
611 W. Ottawa, PO Box 30670
Lansing, MI 48909-8170
Telephone: (517) 335-0918

Michigan Department of Licensing and Regulatory Affairs, Michigan State Board of Cosmetology
P.O. Box 30244
Lansing, MI 48909
Telephone: (517) 241-9262

American Culinary Federation Education Foundation
180 Center Place Way
St. Augustine, FL 32095
Telephone: (800) 624-9458

Commission on Accreditation of Allied Health Education Programs
25400 US Highway 19 N., Suite 158
Clearwater, FL 33763
Telephone: (727) 210- 2350
www.caahep.org

Committee on Accreditation of Educational Programs for the Emergency Medical
Services Professions
8301 Lakeview Parkway Suite 111-312
Rowlett, TX 75088
Telephone: (214) 703-8445
FAX: (214) 703-8992
www.coaemsp.org