



## Student Grievance Policy

Revised 03.2025

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 senior vice president, education and career services or, for nursing students, to the executive director of nursing director at [Grievance@dorsey.edu](mailto:Grievance@dorsey.edu), whose decision in all matters will be final.

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

Council on Occupational Education  
7840 Roswell Rd., Bldg. 300, Suite 325,  
Atlanta, GA 30350  
Telephone: (707) 396-3898 [www.council.org](http://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](http://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](http://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 [www.acfchefs.org](http://www.acfchefs.org)

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](http://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 [www.coaemsp.org](http://www.coaemsp.org)

Accreditation Commission for Education in Nursing  
3390 Peachtree Road NE, Suite 1400, Atlanta, GA 30324  
Telephone: (404) 975-5000 [www.acenursing.org](http://www.acenursing.org)

Joint Review Committee on Education in Radiologic Technology  
20 N. Wacker, Suite 2850, Chicago, IL 60606-3182  
Telephone: (312) 704-5300 [www.jrcert.org](http://www.jrcert.org)