



Complaint/Grievance Policy

Elite Institute of Cosmetology is committed to providing a sound and positive educational environment. Understanding that there may be times when students want to express concerns or feel the need to file an official grievance, the school has adopted the following procedure:

1. File the complaint in writing by means of a letter outlining the allegation or nature of the complaint.
2. Within 10 days of receipt of complaint, a school representative will meet with the complainant.
3. If the problem is not resolved through discussion, the complainant will be referred to the school's grievance committee. (The grievance committee consists of all Directors).
4. The school's grievance committee will meet within 21 calendar days of the receipt of the complaint and review allegations. The complainant must bring a copy of the written record of the prior meeting with the school representative.
5. If more information is needed, a letter will be written outlining the additional information requested.
6. If no other information is needed, the grievance committee will act on the allegations and a letter will be send to the complainant within fifteen calendar days stating the steps taken to resolve the concern or information showing that the allegations were not warranted or based on fact.
7. If the complainant is still not satisfied with the outcome, he or she may contact the Ohio State Cosmetology and Barber Board, 1929 Gateway Circle, Grove City, OH 43123, 614-466-3834, or NACCAS, 3015 Colvin St., Alexandria, VA 22314, (703) 600-7600.