

Grievance Procedure

Illinois School of Health Careers by virtue of its participation in Federal financial assistance programs is required to comply with Title IX of the Educational Amendments of 1972, Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973. These requirements make it mandatory that such institutions do not discriminate on the basis of sex, race, color, national origin or physical handicap in the educational programs or activities that they operate. Illinois School of Health Careers is subject to these requirements and complies fully and follows these practices in the enrollment of students and in the hiring of faculty and staff.

The purpose of this procedure is to allow for the resolution of grievances by students [and employees] alleging violations of anti-discrimination laws or of Illinois School of Health Careers' policies against discrimination.

Any student [or employee] who believes that the School has discriminated against him or her is encouraged to resolve the matter informally.

If the matter cannot be resolved informally, or if the student [or employee] chooses not to attempt to resolve the matter informally, the student [or employee] may initiate formal complaint resolution process with the Executive Director by putting the complaint in writing. Complaints should be submitted to the Executive Director's office at:

Illinois School of Health Careers
11 East Adams Street, Suite 200
Chicago, IL 60603
(312) 913-1230

A written complaint should include information regarding the action being complained of, the date it occurred, any details about the action, and the relief requested. The complaint must be sent to the Executive Director within 10 days of the time the action occurred.

The Executive Director will investigate the complaint or assign an appropriate person to investigate the complaint. The investigation will include an interview with the student [or employee], review of any relevant written materials, and interviews with (or written statements from) relevant persons such as the person who took the action complained of and witnesses. The investigation will be completed, and a written decision will be provided to the student [or employee], within 21 days of the complaint having been submitted to the Executive Director.

The student [or employee] may appeal a decision by the Executive Director to the Senior Vice President of Regulatory Compliance in writing within 10 days of the Executive Director's decision. Appeals should be submitted to the Senior Vice President of Regulatory Compliance's office at:

ForeFront Education Inc.
600 Hart Road, Suite 125
Barrington, IL 60010
(847) 620-3804

The Senior Vice President of Regulatory Compliance will review the written appeal, the decision by the Executive Director, and the materials gathered during the investigation. The Senior Vice President of Regulatory Compliance will provide the student [or employee] with a written decision on the appeal within 21 days of the appeal having been submitted.

In addition, students [and employees] may be able to file a complaint with the United States Department of Education, Office for Civil Rights. They can contact the Office for Civil Rights for more information at the following:

United States Department of Education
Office for Civil Rights
500 W. Madison St., 14th Floor
Chicago, IL 60661
www.ed.gov/ocr

For students [and employees] enrolled in campuses outside of Illinois, they may contact the Office for Civil Rights headquarters office at:

U.S. Department of Education
Office for Civil Rights
Customer Service Team
400 Maryland Avenue, SW
Washington, D.C. 20202-1100
Telephone: 1-800-421-3481
FAX: 202-245-6840; TDD: 877-521-2172
Email: OCR@ed.gov