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# *Lebanon College of Cosmetology*

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## **Internal School Complaint Policy**

Any student, teacher or interested party, may file a complaint against the school. The complaint must be in writing addressed to the school owner, or director, outlining the allegation or nature of the complaint.

### **COMPLAINT PROCESS:**

Upon receipt of the written complaint, a school representative will meet with the complainant within ten (10) Business days. If the problem cannot be resolved through discussion, the complaint will go through the process as outlined below.

- ✓ A copy of the written record or transcribed recording of the meeting between the complainant and the school representative will be provided to complainant at the time of the initial meeting.
- ✓ The complaint committee will meet within twenty-one (21) calendar days of the receipt of the complainant's written complaint and review the allegations.
- ✓ If the complaint committee requires additional information, a letter outlining the details of the needed information will be sent to the complainant.
- ✓ When the complaint committee has sufficient information to act on the allegations, a letter will be sent to the complainant within fifteen (15) days stating:
  - a) Action taken to correct; or
  - b) No action taken: allegations unwarranted allegations not based on fact

If complainant still wishes to pursue the matter further, they may request in writing to go through the schools complaint process one additional time, or as a last resort and providing the complainant has followed this policy, you may request assistance from:

Board of Cosmetology and Barber Examiners  
3605 Missouri Boulevard  
P.O. Box 1062  
Jefferson City, MO 65102-1062  
573-751-1052

National Accrediting Commission of  
Career Arts & Science  
4401 Ford Avenue, Suite 1300,  
Alexandria, VA. 22302 - 1432  
1-703-600-7600

<http://pr.mo.gov/boards/cosmetology/ConsumerComplaintGuide.pdf>

### **Complaint Committee**

Christopher T. Elliott – School Owner  
Marilyn Sharp – Industry Representative  
Deb Grace – Public member