

Student Grievances

Daoist Traditions has implemented this Student Grievance policy to provide students with a fair and efficient means of resolving matters related to their enrollment at the college. The Student Grievance policy is meant to address only those matters affecting the terms and conditions of a student's enrollment at the college. If a student's matter relates to discrimination on the basis of race, color, age, religion, national or ethnic origin, or any classification protected by local, state, or federal law; reasonable accommodation of a disability; Title IX or discrimination or harassment based on sex, gender, or sexual orientation; FERPA; or a grade received by the student, the student should use the procedures set forth in the specific policy, contained in this catalog, applicable to the subject matter of their complaint.

Grievance Procedure: A student with a complaint regarding any member of the college community is encouraged to first discuss the concern with the involved party directly. If the student is not comfortable talking about the concern directly with the other person, or if the issue is not resolved through informal discussion, the student should contact the dean of students within 14 days of the incident. The dean will consider the complaint and may meet with the parties involved to discuss the complaint or may issue a decision without a meeting. The dean will notify the student of any decision within 10 business days of reviewing the complaint.

If the student does not consider the grievance resolved, the student may file their formal grievance in writing with the vice president. The written grievance must be filed within seven business days of the student's receipt of the dean's decision and should describe the nature of the grievance and provide any additional information which the student believes would be helpful in deciding the grievance. The vice president, or designee, will schedule a meeting with the student to discuss the grievance as soon as reasonably practicable. After the meeting, the student will be notified of any decision within 10 business days of the meeting.

If the student still does not consider the grievance resolved, the student may appeal the decision to the board of directors. The student must file their appeal in writing within seven business days of the student's receipt of the vice president's decision. The board will consider the appeal and may, in its sole discretion, meet with the student to discuss the appeal or may issue its decision without a meeting. The board's decision is final within the college.

Exhaustion of College's Grievance Procedure: If a student has exhausted the college's Grievance Procedure and does not consider the grievance resolved, the student may submit a complaint to the Accreditation Commission for Acupuncture and Herbal Medicine: 500 Lake Street, Ste. 204, Excelsior, MN 55331, info@acahm.org, 952-212-2434 or the North Carolina Acupuncture Licensing Board (ncalb.com).

The State Authorization Unit of the University of North Carolina System Office serves as the official state entity to receive complaints concerning post-secondary institutions that are authorized to operate in North Carolina. If students are unable to resolve a complaint through the institution's grievance procedures, they can review the [Student Complaint Policy \(PDF\)](#) and

submit their complaint using the online complaint form at studentcomplaints.northcarolina.edu/form

For more information contact: North Carolina Post-Secondary Education Complaints; 223 S. West Street, Suite 1800; Raleigh, NC 27603; (919) 962-4550

To file a complaint with the Consumer Protection Division of the North Carolina Department of Justice, please visit the State Attorney General's web page at: ncdoj.gov/file-a-complaint/. North Carolina residents may call (877) 566-7226. Outside of North Carolina, please call (919) 716-6000. En Espanol (919) 716-0058. If you choose to mail a complaint, please use the following address: Consumer Protection Division, Attorney General's Office; Mail Service Center 9001; Raleigh, NC 27699-9001.

A student may also file a complaint with SARA North Carolina by contacting: North Carolina State Education Assistance Authority; P.O. Box 41349 Raleigh, NC 27629; (855) SARA-1-NC (727-2161) or (919) 248-4667 ; www5.ncseaa.edu/SARANC/index.html; information@saranc.org.