



Complaint Process

The primary objective of the Student Complaint/Grievance Procedure is to ensure that students have the opportunity to present grievances to the College regarding a certain action or inaction by a member of the institution. The College seeks to resolve grievances fairly and with justice for all parties. This Student Complaint/Grievance Procedure applies to all formal grievances.

The definition of a grievance is a violation of written campus policies, procedures, or arbitrary, capricious, or unequal application of written campus policies or procedures.

Informal Resolution

Prior to invoking the procedures described here, students are encouraged but not required to address the grievance in person or in writing with the person alleged to have caused the grievance.

The discussion should be held as soon as the student first becomes aware of the act or condition that is the basis of the grievance. The person alleged to have caused the grievance must respond to the student promptly, either orally or in writing.

Formal Resolution

A student may initiate a formal grievance in writing to the Program Director, or designee, who will act as administrator for the grievance procedure. The grievance must be received within 15 calendar days after the student first becomes aware of the facts which gave rise to the grievance.

The Program Director, or designee, will conduct an informal investigation as warranted to resolve any factual disputes. Upon the student's request, the Program Director, or designee, shall appoint an impartial fact-finding panel of no more than three persons to conduct an investigation.

The Program Director, or designee, must state the terms and conditions of the investigation in a memorandum appointing the fact-finding panel. The panel shall have no authority to make recommendations or impose final action. The panel's conclusions shall be limited to determining and presenting facts to the Program Director, or designee, in a written report.

Based upon the report of the fact-finding panel, the Program Director, or designee, shall make a determination and submit a decision in writing to the student and to the person alleged to have caused the grievance within ten calendar days of receipt of the panel's report.

The written determination shall include the reasons for the decision, shall indicate the remedial action to be taken, if any, and shall inform the student of the right to seek review by President or designee.

Appeal Procedures

Within ten calendar days of receipt of the Program Director or designee's decision, a student who is not satisfied with the response of the administrator after the initial review may seek further review by submitting the written grievance, together with the administrator's written decision, to the Campus President or designee.

Within 15 calendar days of receipt of the request for review, the Campus President or designee shall submit his or her decision in writing to the student and to the person alleged to have caused the grievance. The written disposition shall include the reasons for the decision, and it shall direct a remedy for the aggrieved student, if any.

If the student complaint cannot be resolved after exhausting the Institution's Student Complaint/Grievance Procedure, the student may file a complaint with the Governing Board.

Failure to file any grievance according to the procedures and within the specified time shall be deemed a waiver of the right to file a grievance.

Students who continue to believe the issue is unresolved after submission to the Governing Board may contact the American Board of Funeral Service Education (ABFSE).

The American Board of Funeral Service Education

992 Mantua Pike

Suite 108

Woodbury Heights, NJ 08097

Phone: (816) 233-3747

Website: www.abfse.org

A copy of the accrediting commission's complaint form and procedure is available and may be obtained by contacting the Office of the Registrar.

In addition to the College's grievance policy and procedure, students may also contact the Massachusetts Attorney General's Consumer Advocacy & Response Division. This contact may be regardless of whether students have availed themselves of the College's grievance policy.

Massachusetts Attorney General's Consumer Advocacy & Response Division

Consumer Hotline: (617) 727-8400 (Monday-Friday, 8 a.m. - 6 p.m.)

File a Consumer Complaint Online: <https://www.mass.gov/how-to/file-a-consumer-complaint>