

**GREVIANCE PROCEDURE**

EduMed Partners strive to solve any reasonable complaints within our institution with both parties reaching a satisfactory agreement. We ask you follow the chain of command as listed below:

1. First, any grievance should initially be discussed with the instructor of the course or program.
2. Second, if there is no resolution within 5 days, the grievance should be reported to the CFO and a complaint form should be initiated for tracking of complaint.
3. Third if there is not resolution within 5 days the complaint will be moved to Campus Director.
4. Once the complaint has been reviewed by the campus director he will meet with students to come to a resolution and the complaint form with be completed.
5. If the complaint is not settled at CEO level, students may then contact:
   1. Tennessee Higher Education Commission, Nashville, TN. 37243-0830, phone (615) 741-5293 or go to <https://www.tn.gov/assets/entities/thec/attachments/ComplaintForm.pdf> and fill out the form to file a complaint.
   2. Council on Occupational Education, 7840 Rosewell Rd. Bldg 300 Suite 325, Atlanta, GA 30350, phone 800-917-2081, or go to [www.council.org](http://www.council.org)