



The Taft University System, Inc.

STUDENT GRIEVANCE PROCEDURE

Grievances may include, but are not limited to, administrative issues, financial issues, technical issues, faculty performance, grading, program content, program effectiveness/expectations, or library services. The Taft University System (TUS) will review all grievances in a timely, fair, and equitable manner.

Step 1: Informal Resolution

At TUS, all student grievances are taken seriously and encourage the resolution of any issues to maintain a positive relationship with students, faculty and staff. The complainant is encouraged to resolve the issue informally with the faculty or staff member involved.

Step 2: Contacting Student Services or Program Deans

When the student feels that a resolution has not been reached between the concerned individuals, students are encouraged to contact student services for a review of the situation to determine whether the grievance can be addressed directly by student services (for an administrative/financial issue) or needs to be referred out to the appropriate program dean for academic concerns. Contact information is below:

Taft Law School Director of Student Services: Todd Becker, Becker@taftu.edu

William Howard Taft University Director of Student Services: Stephanie Estlow, student_support@taftu.edu

EDD and MEd: WHTU School of Education Dean: Barry Resnick, Resnick@taftu.edu

DBA, MBA, MPA, MST, LLM: School of Business Dean: Anita Cassard, Cassard@taftu.edu

JDAT: TLS Dean Melody Jolly, Jolly@taftu.edu

JDET: WHTU School of Government and Law Associate Dean, Margaret Trester, trester@taftu.edu

Step 3: Filing a Formal Grievance

If a prompt resolution cannot be achieved through informal discussion, the complainant should document it in writing and submit it to the appropriate contact noted above. It is important that formal grievances clearly and concisely outline the issue, the desired resolution, and the reasons for the request. Supporting documentation or information should also be provided. Students are encouraged to complete the online petition form to begin the formal grievance process by clicking on the below link:

[Complaint & Grievance Petition Form](#)



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Within 30 working days of receiving the complaint, the student support representative will conduct a review of the grievance and based on the situation, convenes appropriate members of the faculty, administration, and the dean or associate dean to arrive at a resolution. Additional information may be requested from the complainant, which should be provided within 15 days. If the requested information is not received within the required timeframe, the complaint may be considered abandoned. At all times, TUS will assure continual communication with the student about the process and decisions.

Appeals Process

If the student's complaint is not resolved to satisfaction, the complainant may file a written appeal within five working days to be reviewed by the CEO of the Taft University System or assigned designee. In the rare instance where a complaint issued is about the CEO or where the CEO was involved in the decision-making process, the complaint will be reviewed by the President of WHTU or assigned designee.

All previously presented information must be included with the appeal, along with any new information or supporting documentation. The decision will be rendered in writing within 30 days of the written appeal and will notify all parties concerned. The appeal decision shall be final.

In all cases, TUS will take follow-up action as necessary based on the review and the decisions rendered. The complainant will be kept informed of progress throughout the grievance process. Records of all formal grievance filings are kept in the grievance file at the school.

After following the prescribed policy above, any complainant who does not believe their grievance has been satisfactorily resolved may lodge a complaint with the Distance Education Accrediting Commission or the California Bureau for Private Postsecondary Education (BPPE)

The contact information for these agencies is listed below.

Any current or former student of Taft University System who believes that the organization, or anyone representing the organization, has acted unlawfully should immediately contact either the Dean or the President. If unresolved, the complainant has the right to file a complaint with the following agencies:

Distance Education Accrediting Commission (DEAC)

1101 17th Street, NW, Suite 808, Washington, D.C. 20036

Phone: 202-234-5100

The DEAC Policy on Complaints can be accessed at:

<http://www.deac.org/Student-Center/Complaint-Process.aspx>



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WHTU Students: Colorado Department of Higher Education

1600 Broadway, Suite 2200, Denver, CO 80202

Phone 303-862-3001 Fax 303-996-1329

Colorado Department of Higher Education Policy on Complaints:

<https://higher.ed.colorado.gov/filing-student-complaint>

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WHTU Students NC SARA (all states except California)

3005 Center Green Drive, Suite 130, Boulder, CO 80301

Phone (720) 680-1600

<https://www.nc-sara.org/student-complaints>

California Students Only

California Bureau for Private Postsecondary Education (BPPE)

1747 North Market, Suite 225

Sacramento, CA 95834

www.bppe.ca.gov

<https://www.bppe.ca.gov/enforcement/complaint.shtml>