

Detroit Business Institute – Downriver

The school has established and enforces specific procedures to address student grievances and complaints. The school Director is the point of contact to assist students in determining the appropriate school procedure to follow for initiating a formal complaint or grievance.

Student Complaint/Grievance Policy

At Detroit Business Institute-Downriver, we have maintained an “open door” policy: Students are free to discuss matters concerning school-related issues. We realize that occasionally students will have school-related problems or complaints about the interpretation or application of a school policy.

If a student has such a problem or complaint, he/she may utilize the school’s problem-solving procedure as outlined below:

STEP 1: CLASSROOM INSTRUCTOR

Discuss the complaint/problem with the classroom/clinical instructor. Usually, the problem can be resolved once the instructor is made aware of it. If it is not resolved, the instructor has two school days to reach a decision. If the student is not satisfied with the instructor’s decision, the student may consult with the Program Director. If the complaint/problem cannot be resolved by the department head, the student may proceed to the next step. If the complaint/problem is non-academic, the student may consult with the school director as indicated in Step 2.

STEP 2: SCHOOL DIRECTOR

If Step 1 does not produce a satisfactory resolution, the complaint/problem must be discussed with the school director within two school days of the Step 1 answer. The school director has three days to reach a decision before the complaint/problem is taken to the next step.

STEP 3: CHIEF EXECUTIVE OFFICER

If Step 2 does not produce a satisfactory resolution, the complaint/problem must be taken to the CEO within three school days of the Step 2 answer. At this step, the complaint/problem must be put in writing, including the date and nature of the complaint/problem and the disposition requested. The CEO has five days to arrange a meeting. Within five days of the meeting, the student will receive a written decision from management which will be final and binding on all parties concerned.

STEP 4

If Step 3 does not produce a satisfactory resolution, the student may forward his/her complaint to one of the agencies listed below:

The complaint form for ACCSC is available on the ACCSC Website,
<http://www.accsc.org/UploadedDocuments/2015%20August/ACCSC%20Complaint%20Form.pdf>

Accrediting Commission of Career Schools and Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
Telephone: (703) 247-4212

Michigan Department of Licensing and Regulatory Affairs
Corporations, Securities & Commercial Licensing Bureau
Schools and Licensing Section
P.O. Box 30018
Lansing, MI 48909
Telephone: (517) 241-9221