Complaint Policy

Students who feel they have not been treated fairly under Harson University policies have the right to file a written complaint. The complaint must be submitted through the student portal, Academia, within five (5) academic days of the incident. The Student Services Advisor will notify students of the official response to their complaint. Students have the right to file a complaint with Harson University if they believe the institution has not followed its policies.

Complaint Procedure

Harson University is committed to maintaining a fair and transparent academic environment. The university recognizes that disputes or concerns may occasionally arise, and it is in the university's interest to address these issues promptly and fairly. Students are encouraged to seek resolution by discussing any issues with their professors, Student Services Advisor, or staff members. Many problems can be resolved through open communication and mutual understanding.

Harson University believes that all students are entitled to due process, including notice and an opportunity to be heard. Students are encouraged to resolve issues through administrative channels before initiating a formal complaint.

Definition of Complaint:
A complaint is a formal written concern submitted by a student regarding any aspect of the institution's operations, including academic matters, administrative services, institutional policies, or overall student experience, that has not been satisfactorily resolved through informal or standard institutional channels.

This policy applies to all student complaints and provides a structured process to ensure that concerns are reviewed, addressed, and resolved in a fair, timely, and consistent manner.

Formal Complaint Procedure

If an issue remains unresolved after following the usual channels of resolution, or if the student believes it should be escalated, they may proceed with the formal complaint procedure as follows:

- Students must complete and submit the official complaint form, which is publicly accessible on the institution's website and through the student portal.
- Students must provide and upload any/all supporting documentation.

Complaints Review Committee

Once a written complaint has been received, a Complaints Review Committee will be convened by the Executive Director to investigate the matter.

The Committee will consist of a minimum of three (3) members and will include:

- Student Services Advisor
- Associate Dean
- Executive Director

Additional members may be included depending on the nature of the complaint. Any individual directly involved in the matter under review will be excluded from the Committee to ensure impartiality.

1. **Investigation:** The Complaints Review Committee will conduct a thorough investigation, including interviews, document review, and consultation with the parties involved. Where a complaint concerns a faculty member or administrator, that individual will be provided sufficient opportunity to respond before any final decision is made.
2. **Resolution:** The Committee will make a recommendation for resolution based on the results of the investigation. This may involve corrective actions, policy changes, or other measures to address the complaint.
3. **Notification:** Students will be notified in writing of the committee's findings and any recommended resolution within 30 calendar days of the complaint being received.
4. **Appeal Process:** If a student is not satisfied with the resolution, they may appeal in writing to the Executive Director of Harson University (at complaints@harsonuniversity.com) within 5 days of receiving the decision. The Executive Director will review the appeal and render a decision, communicating their finding to the student within 30 calendar days.
   The Executive Director's decision is final.
5. **Confidentiality and Recordkeeping:** All information related to the complaint procedure will be treated with the utmost confidentiality and will only be shared with those directly involved in the resolution process. Records of all complaints will be maintained for documentation and institutional review purposes.
6. **Compliance:** All complaint procedures comply with applicable federal and state laws and with university policies and procedures.

External Complaint Resources

Students who have exhausted all internal complaint channels may contact the Florida Department of Education's Commission for Independent Education (CIE):

Commission for Independent Education (CIE) Florida Department of Education 325 West Gaines Street, Suite 1414 Tallahassee, FL 32399 (850) 245-3200 https://www.fldoe.org/policy/cie/student-concerns.stml