

ARKANSAS DENTAL ASSISTANT ACADEMY HANDBOOK

GRIEVANCE POLICY

From time to time, differences in interpretation of school policies will arise among students, faculty and/or the administration. When such differences arise, usually a miscommunication or misunderstanding is a major contributing factor. For this reason, we urge both students and staff to communicate any problems that arise directly to the individual(s) involved. If the problem cannot be resolved in this manner, the Director of the school should be contacted. Normally, the informal procedure of “discussing” the difference will resolve the problem. However, occasionally, more formal (written) procedures are required. When deemed appropriate by either a student or staff member, the individual is encouraged to communicate the specific issues and concerns in writing to the Director. The Director will then review the grievance, meet with the parties involved, and will notify all parties of the decision, in writing, within seven (7) working days. If the Director’s decision does not resolve the grievance to the satisfaction of all parties, the student or staff member, as appropriate, should contact “The Arkansas State Board of Private Career Education”.

FAMILY EDUCATION RIGHTS AND PRIVACY ACT

Under the Family Educational Rights and Privacy Act, each student is given the right to inspect and review his/her records, and to request that errors in those records be changed to ensure that they are not inaccurate, misleading, or otherwise in violation of the student’s privacy or other rights. The detailed policy and procedures that the institution uses in this regard can be obtained from the School Director. These include our right to refuse to provide such records if the student has an unpaid financial obligation to the school.

Under Federal rules, the school is permitted to disclose certain basic information about the student without permission from the student, unless the student specifically requests that this information not be disclosed. If you do not wish this information to be released, you must contact the School Director within thirty days of signing the Enrollment Contract. This basic information is called Directory Information, and this

school includes the student's name, address, telephone number, date and place of birth, program of study, participation in activities, dates of attendance, certification and diploma awarded, photograph, and place of employment.

Students who feel that the institution has not complied with their rights under the law may file a complaint under Section 99.64 with the U.S. Department of Education.

CERTIFICATE/TRANSCRIPTS

There is no charge for the original copy of your certificate. However, there is a \$ 10.00 charge for each copy. Official transcripts of students' records are issued only on written request. The first copy is at no cost, but additional copies are \$ 2.00 each. Transcripts must be requested 24 hours in advance.

REFUND POLICY

1. Due to the nature of the coursework, refund will be granted during the first two (2) sessions of the class. Leaves of absence and school holidays will not be counted as part of the scheduled class attendance.
2. The termination date, for refund computation purposes, is the last date of actual attendance by the student.
3. The effective date of termination, for refund consummation purposes, will be earliest of the following:
 - a. The last day of actual attendance, if the school terminates the student;
 - b. The date of receipt of written notice from the student,
 - c. The day following the last day of an approved leave of absence, if the student does not return from the leave of absence.
4. Refunds will be totally consummated within thirty (30) days after the effective date of termination.
5. Grounds for termination are: unsatisfactory academic progress, excessive absenteeism, and failure to comply with school rules, and/or non-conformance with the rules and regulations of the school.
6. Refunds to students who fail to enter school will be made as follows:
 - a. An applicant who is not accepted by the school will receive a complete refund.

- b. An enrollee, who cancels within the cancellation period described in the cancellation policy, whether or not the enrollee has attended classes, will receive a refund off all monies paid.
 - c. An enrollee who cancels after the cancellation period described in the cancellation policy will have a refund of all monies paid in excess of \$ 100.00.
 - d. An enrollee will receive a full refund if the school discontinues educational service, preventing the student from completing.
 - e. An enrollee will receive a full refund if the enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representations of the school.
7. After a student enters school, he/she may voluntarily cancel or terminate by contacting the school. Charges to students who terminate after entering school will be as follows:
- a. \$ 100.00 Registration Fee will be retained by the school plus tuition and fees, as indicated in the following schedule of refunded charges.
 - b. In case of prolonged illness or accident, death in the family, or other circumstances that make it impractical to complete the program, the school shall make a settlement, which is reasonable and fair to both parties.

SCHEDULE OF REFUNDED CHARGES

Portion of Tuition and Cost of Books

| <u>Programs attended</u> | <u>Fees Retained</u> | <u>Fees Returned</u> | |
|--------------------------|----------------------|----------------------|-------------|
| | % | % | |
| Class #1 | 10 | 90 | Actual cost |
| Class #2 | 20 | 80 | Actual cost |
| Class #3 | 50 | 50 | Actual cost |
| Class #4 | 50 | 50 | Actual cost |
| Class #5 | 75 | 25 | Actual cost |
| Class #6 | 75 | 25 | Actual cost |
| Class #7 | 100 | 0 | Actual cost |
| Class #8 | 100 | 0 | Actual cost |
| Class #9 | 100 | 0 | Actual cost |
| Class #10 | 100 | 0 | Actual cost |

1. A full refund of all tuition and fees is due and refundable in each of the following cases:
 - a. If class is postponed from its starting date.
 - b. If the program of instruction is discontinued by the school and this prevents the student from completing the program.
 - c. If the student's enrollment was procured as the result of any misrepresentation in advertising, promotional material of the school, or representations by the owner or representatives of the school.
2. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made.