

COMPLAINT RESOLUTION PROCEDURE

Atria Medical Assisting maintains a Compliant Resolution Procedure available to all students that provides an open and meaningful forum for their complaints to be reviewed and addressed. It is the desire of the administration that any complaint a student might have about a given situation or procedure of the facility/company be resolved in an informal manner. This includes discussing the matter with their instructor.

However, in a situation where a solution cannot be reached in this informal manner, the following steps should be followed:

1. The complaint is required to be submitted to his or her instructor in writing.
2. The instructor will review the complaint and schedule a formal meeting with the student to discuss the complaint and possible solutions within 72 hours of receiving complaint.
3. If the matter has not been resolved to the student's satisfaction, the student may bring the complaint to the attention of the Director, in writing, describing the matter and possible resolutions.
4. If the matter remains unresolved, the student may submit the complaint to the Chief Human Resource Officer for final resolution.
5. If student feels complaint has not been resolved student has the right to appeal the final institutional decision to GNPEC
 - a. GNPEC, 2082 East Exchange Place, Ste 220, Tucker, GA 30084
 - b. Phone: 770-414-3300
 - c. <https://gnpec.georgia.gov/student-resources/student-complaints/gnpec-student-complaint-form>
6. Documentation of the complaint and any actions taken will be maintained in the student's record.

If the complaint relates to potentially unlawful harassment (including sexual harassment), discrimination and/or retaliation the student may report the matter directly to the Executive Director or Chief Human Resources Officer.