

# Student Complaint & Conduct Policies

Galvanize is committed to excellence in all its programs. Galvanize exists for students and their learning. Consistent with its mission, Galvanize welcomes opinions and feedback about our policies, programs, and services in order to make changes that contribute to success, development, and goal attainment for all students and members. Galvanize is accountable to its students, its members, and state regulatory bodies within which it operates to provide a mechanism to ensure that students have access to appropriate procedures for registering complaints.

## Student Complaint Policy

### Stage 1: Informal Resolution

Basic steps in the informal process include:

- Begin by discussing the matter with the instructional staff, faculty, or person responsible for the class in which the issue originated.
- If the issue is not resolved, the next contact will be the Program Lead to investigate the issue and allegations.
- If you do not know where to begin an informal resolution, the Program Lead can help you identify the appropriate office or individual.

### Stage 2: Formal Complaint

If unresolved after following the appropriate informal complaint procedures, the student may choose to have the complaint "officially documented." The student completes the Student Complaint Form located at: <https://www.galvanize.com/regulatory-information>  
The complaint must contain the following information: Complainant's name, cohort name, mailing address, email address and telephone number.

- A detailed description of the facts and specific actions that gave rise to the complaint and the names and titles of those presumed to be responsible or at fault. It is necessary to demonstrate that one has already attempted to resolve the concern through the informal procedures.
- The date(s) of the alleged improper activities or the condition developed.
- A list of witnesses, if any, including their contact information and the facts known by each. Documentation that supports the complaint if any exists.
- All communications between the student and Galvanize regarding the formal complaint will be directed to the student's email account provided in the complaint form.

### **Stage 3: Formal Complaint Resolution Process**

Upon submission, the program's Director of Operations or his/her designee will investigate the complaint. The Galvanize staff member will acknowledge receipt of the complaint to the complainant within 3 business days. Complaints will be investigated and resolved within 14 business days of receipt. The staff member will advise the complainant if that timeline will not be met due to extenuating circumstances. If the student is not satisfied with the resolution made by the program's Director of Operations, the student may appeal to the Regulatory Team by emailing: [regulatory@galvanize.com](mailto:regulatory@galvanize.com)

### **Stage 4: Appeal**

Appeals to the Regulatory Team must be received within 5 working days following communication to the Complainant of the resolution. The Regulatory Team may request additional information from the complainant and any involved Galvanize staff. Complaints will be investigated and resolved within 14 business days of receipt. The Regulatory Team will advise the complainant if that timeline will not be met due to extenuating circumstances, and issue a written determination of the appeal that shall be provided to the complainant and the impacted faculty or other individuals. The Regulatory Team's determination shall be final.

## **Complaint Resolution Options Outside of Galvanize**

### **Colorado**

Galvanize is approved and regulated by the Colorado Department of Education, Private Occupational School Board. If you have a complaint please be advised that according to statute, the Division of Private Occupational Schools (Division or DPOS) may only accept a written (or electronically filed) complaint from an individual who was denied enrollment; is a current student; or is a former student of a private occupational school that is approved to operate in Colorado.

If you are a former student, the Division may only process a complaint provided not more than two (2) calendar years have passed since you last attended the school that is the subject of the complaint. Under very limited circumstances, a third-party, who can show a monetary interest, in a matter involving a current or former student of a private occupational school (i.e. parent or legal guardian) may also be able to file a complaint. If you have a question about this filing process or the Division's complaint procedures, please contact DPOS at: 303-862-3001.

The complaint process may be accessed at:

<https://highered.colorado.gov/complaint-procedures>

## Texas

This school has a Certificate of Approval from the Texas Workforce Commission (TWC).

The TWC-assigned school number is: S4932 (Austin) and S5782 (Dallas).

The school's programs are approved by TWC. Students must address their concerns about this school or any of its educational programs by following the grievance process outlined in the school's catalog. Schools are responsible for ensuring and documenting that all students have received a copy of the school's grievance procedures and for describing these procedures in the school's published catalog. If, as a student, you were not provided with this information, please inform school management.

Students dissatisfied with this school's response to their complaint or who are not able to file a complaint with the school, can file a formal complaint with TWC, as well as with other relevant agencies or accreditors, if applicable.

Information on filing a complaint with TWC can be found on TWC's website at [www.texasworkforce.org/careerschoolstudents](http://www.texasworkforce.org/careerschoolstudents).

## **Code of Conduct Policy**

Information regarding the Code of Conduct Policy and the Policy Against Harassment can be found in the Galvanize Catalog at <https://www.galvanize.com/regulatory-information>.

## **Amendments or Termination of Policy**

Galvanize reserves the right to modify, amend or terminate this policy at any time.