



Student Complaint & Harassment 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

Other than complaints relating to discrimination, Galvanize designates the Office of the Program Director as responsible for receiving, investigating and potentially resolving student complaints. When related to disability, affirmative action, sexual violence, harassment and discrimination, complaints will be referred to the Office of Regulatory Affairs for Galvanize. No retaliation of any kind shall be taken against a student who articulates a complaint.

Scope:

This policy applies to all Galvanize students regardless of campus, status, classification, type, or location.

Definitions:

Student: An individual student or a group of students.

Complaint: A claim by a student alleging improper, unfair or arbitrary treatment, or disappointment with the instructional quality. A complaint may address issues of institutional or program quality.

Process:

Concerns or complaints about academic procedures, personnel, violations of code of conduct or issues, with fellow students must be filed with the Program Director.

Concerns or complaints about sexual violence, harassment, or discrimination must be filed with the Office of Regulatory Operations.

Procedures:

Stage 1: Informal Resolution

Many complaints can be resolved through an informal process beginning with talking with the individual and his/her supervisor if necessary. 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 supervisor, Student Success Manager or Program Director to investigate the issue and allegations.

If you do not know where to begin an informal resolution Director of School Administration will 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 Student Complaint Policy:

(<https://galvanize.secure.force.com/apex/studentcomplaint>)

The complaint must contain the following information:

- Complainant's name, cohort name, mailing address, email address and telephone number.
- A detailed description of the specific actions that constituted 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.
- Date complaint form completed.

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 Director or his designee will investigate the complaint. The Galvanize staff member will acknowledge receipt of the complaint to the complainant within 2 working days. Normally, complaints will be investigated and resolved within 14 business days of receipt. The Program Director will advise the complainant if that timeline will not be met. Once resolved, the student may appeal the resolution to the Office of Regulatory Operations.

Stage 4: Appeal

Appeals to the Office of Regulatory Operations must be received within 5 working days following communication to the Complainant of the resolution. The Office of Regulatory Operations may request additional information from the complainant and any involved Galvanize staff. The Office of Regulatory Operations will issue a written determination of the appeal that shall be provided to the complainant and the impacted faculty or other individual. The Office of Regulatory Operations determination shall be final.

Resolution Options Outside of Galvanize:

Galvanize encourages any member of the Galvanize community who feels he or she has been subjected to harassment or discrimination to use the complaint procedure outlined in the [Student Catalog \(http://www.galvanize.com/regulatory-information\)](http://www.galvanize.com/regulatory-information) and outlined below. Additionally, an individual has the right to file a complaint with outside enforcement agencies:

Arizona

Galvanize is conditionally licensed by the Arizona State Board for Private Postsecondary Education. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary education. The student must contact the State Board for further details. The state Board address is 1400 W. Washington Street, Room 260, Phoenix, AZ, 85007, phone number is 602-542-5709, and the website address is www.azppse.gov.

California

Any questions a student who has not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, <http://www.bppe.ca.gov>, toll-free telephone number 888-370-7589, or fax 916-263-1897.



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/DPOS/Students/complaint.html>

Texas

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

The TWC-assigned school number is: S4932.

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.

Washington

Any controversy can be settled by arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules. The arbitration is to be conducted in Seattle, Washington. The Federal Arbitration Act shall govern this agreement to



the fullest extent possible, irrespective of the location of the arbitration proceedings or of the nature of the court in which any related proceedings may be brought. Except as may be required by law, neither a party nor an arbitrator may disclose the existence, content, or results of any such arbitration without the prior written consent of both parties.

For more information, contact The Workforce Training and Education Coordinating Board at <http://www.wtb.wa.gov> or by phone at (360) 709-4600.

Administration & Interpretation:

Tracking of student complaints will be used to generate an annual report from the Director of School Administration. The report will identify any areas of quality improvement and make appropriate recommendations to improve the overall student experience. Such improvement efforts and outcomes will be monitored and documented.

Amendments or Termination of Policy:

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



Sexual Violence, Harassment, Discrimination Policy

See Sexual Violence, Harassment & Discrimination Policy in the [Student Catalog](http://www.galvanize.com/regulatory-information) (<http://www.galvanize.com/regulatory-information>)

Procedures

a. General:

- i. **Inquiries.** For the purpose of obtaining information about reporting any instance of sexual violence, harassment and/or discrimination, any individual may consult with the Office of General Counsel.
- ii. **Education.** Galvanize will broadly disseminate this policy and distribute a list of resources available to respond to grievances, as well as concerns of sexual violence and harassment and/or discrimination based on race, color, religion, sex, marital status, national origin, age, disability, citizenship, sexual orientation, veteran status, and any other groups protected by federal, state or local law.
- iii. **Annual Report.** The Office of General Counsel shall maintain an annual report documenting: the number of complaints received pursuant to this policy, the categories of those involved in the allegations, the number of violations found, and examples of sanctions/corrective actions imposed for policy violations.
- iv. **Administrative Review:** In the absence of a formal complaint, the Office of General Counsel has the authority to initiate an administrative review at the request of a student, member, employee, volunteer, intern, or when requested by a manager, supervisor, director, vice president, or member of the Executive Leadership Team. As necessary, Galvanize reserves the right to serve as complainant and to initiate an investigation without a formal complaint.
- v. **Retention of Records.** All records of grievance, sexual violence, harassment, discrimination, and discriminatory retaliation reports and investigations will be private and confidential to the greatest extent possible and will not be publicly disclosed except to the extent required by law. However, no member of the Galvanize staff or faculty, or any student is promised strict or absolute confidentiality. Additionally, all records will be retained for a minimum of seven years.
- vi. **Protective Measures.** Galvanize will take immediate steps to protect the complainant and to ensure the safety and well being of the complainant and the campus community. Interim measures depend largely on the incident at issue and are determined by Galvanize on a case-by-case basis. The intent is to minimize the burden on the complainant.
- vii. **Anti-retaliation.** Galvanize expressly prohibits any form of retaliatory action against any individual for filing a bona fide complaint under this Policy or for assisting in a complaint investigation.

- viii. **False Information.** Anyone interviewed as part of an investigation into a possible violation of this policy who intentionally furnishing false information may be subjected to corrective/disciplinary action.
- ix. **False Reporting.** Galvanize encourages anyone who believes that s/he has been the victim of sexual violence, harassment or discrimination to report her/his concerns but will not tolerate intentional false reporting of incidents.
- x. **Incapacitation.** Due to Alcohol and Drug Use. Incapacitated persons, whether male or female, as a result of alcohol or other drug consumption (voluntary and/or involuntary), or who are unconscious, unaware, asleep or otherwise physically helpless, are considered incapable of giving effective consent because they lack the ability to appreciate the fact that the situation is sexual, and/or cannot rationally and reasonably appreciate the nature and extent (who, what, when, where, why and how) of that situation.
- xi. **Complaint Resolution.** The investigation of any complaint of sexual violence, harassment, discrimination or grievance will determine if this Policy was violated. Additionally, the investigative report may address other serious issues disclosed during the course of the investigation and make recommendations to the appropriate Galvanize Executive or official for resolution.
- xii. **Conflict of Interest.** In the formal resolution process, if a member of the investigative team or the appropriate Galvanize authority has an actual or perceived conflict of interest, the investigator or appropriate Galvanize authority may be asked to excuse himself/herself from the process or the investigator or appropriate Galvanize authority may ask to excuse himself/herself from the process. The excused individual shall not have access to any of the materials for the case from which the individual is excused.
- xiii. **Change in Status.** A change in employment or student status of either party involved in a formal investigation does not suspend, terminate or otherwise affect Galvanize's responsibility to investigate and determine if this Policy was violated.

Resolution:

An option available to students, faculty and staff is to seek resolution informally. Galvanize does not require an individual to contact the person directly whose behavior is unwelcome.

All faculty and staff with supervisory or leadership responsibilities should always contact Office of General Counsel prior to any attempt to resolve a complaint.

Stage 1: One-on-One Communication:

One on One Communication should include:

- A factual description of the incident(s) including a description of the unwelcome behavior, date, time, place, and the names of any witnesses.
- A description of any consequences that the individual seeking an informal

resolution has experienced due to the unwelcome behavior.

- A request for the unwelcome behavior to cease.
- If the individual seeking an informal resolution does not feel comfortable with the one-on-one communication or if the individual seeking an informal resolution believes that the communication was not successful, the individual should consider other informal or formal procedures.

Stage 2: Third Party Assistance:

- If an individual seeking an informal resolution is comfortable dealing with the situation without direct involvement of a third party, the individual seeking an informal resolution can communicate directly with the person whose behavior is unwelcome.
- It is appropriate to use face-to-face communication only when the individual seeking an informal resolution does not feel threatened, there is no risk of physical harm and the individual seeking an informal resolution believes the other person will be receptive.
- Email/written correspondence is the preferred method of communication. If the individual seeking an informal resolution chooses to communicate face-to-face, s/he should also send an email summarizing the face-to-face interaction. Keep copies of any written communication.

Stage 3: Formal Resolution:

If an individual seeking an informal resolution desires the assistance of a third party to attempt to resolve the situation informally, the individual seeking an informal resolution may approach any one of the following resources:

- Student Success Manager
- Program Director
- Campus Director or General Manager

All faculty, staff and students are strongly encouraged to report any actions or behaviors believed to be in violation of this policy. Allegations of sexual violence, harassment and discrimination that come to the attention of faculty and staff with supervisory or leadership responsibilities or responsibilities related to student welfare must be reported.

If the situation is not able to be resolved informally or if the individual seeking an informal resolution chooses not to engage in an informal resolution, the individual

seeking an informal resolution may initiate a formal complaint using the procedures below.

Stage 4: Appeal

In all cases of an allegation of sexual violence, harassment, discrimination, and/or grievance, the individual(s) making such allegation may choose to bypass the informal resolution options and to proceed to a formal resolution. In the event that an informal resolution of the allegation of sexual violence, harassment, discrimination, and/or grievance is not resolved to the satisfaction of the individual(s) making the allegation, the person(s) alleging such sexual violence, harassment, discrimination, and/or grievance may submit a formal written complaint to The Office of General Counsel.

- The written complaint shall set forth in reasonably sufficient detail the nature of the alleged sexual violence, harassment and/or discrimination, the individual(s) against whom the complaint is made, the name(s) of any witnesses, and any available evidence or sources of evidence. Upon receipt of a written complaint, The Office of General Counsel shall first determine if the complaint states facts sufficient to believe that a potential violation of the Harassment Policy or a potential violation of federal and/or state laws has occurred. The Office of General Counsel will notify the complainant in writing of its decision within five working days.
- If there is the potential of a violation of the Harassment Policy or federal and state laws, The Office of General Counsel will assign an investigation team of trained investigators to conduct a prompt, thorough, and impartial investigation.
- The investigation team will objectively gather and consider relevant facts. The investigation team will ensure that statements of the complainant, the respondent, and all witnesses are documented and that the investigation is conducted in a thorough, objective manner and is considerate of all of the parties involved.
- Upon assignment to an investigation team, the investigation will normally be concluded within 30 working days. The complainant and respondent will be notified in writing of any reasonable delays.
- The investigation will be private and confidential to the greatest extent possible. However, no member of Galvanize's staff or faculty, or any student is promised strict or absolute confidentiality. The investigation team will

submit a written investigative report, including the findings of the investigation and a recommendation for action, based on a preponderance of evidence, to the General Counsel. In consultation with the appropriate Galvanize authority, the General Counsel will make a decision on the action, if any, to be taken.

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