

GRIEVANCE / COMPLAINT PROCESS

In the event that any student has any problems regarding the school, its policies, procedures, practices, facility, or educational programs, a student should first consult his/her instructor or program director. Students are encouraged to communicate in writing their concerns fully and frankly to their assigned instructor or program director. Every effort will be made to resolve the problem as swiftly as possible. If additional assistance is needed, the student should contact the School Director. A meeting or phone conference with all parties involved may occur where a final determination will be reached. Additional contacts may be made to the Department of Education, State Board of Private Licensed Schools, 333 Market Street, Harrisburg, PA. 17126-0333 or to the Accrediting Bureau of Health Education Schools, 777 Leesburg Pike, Suite 314 North, Falls Church, Virginia 22043.

Student complaints relating to consumer protection laws offered under the terms and conditions of the State Authorization Reciprocity Agreement (SARA), must first be filed with the institution to seek resolution.

The student should begin the complaint process with the institution and if resolution is not found, the student would contact the institution's home state SARA Portal Entity. NC-SARA maintains a directory of SARA [State Portal Entities](#).

The Grievance / Complaint Process can be found on page 19 of the Online Catalog, page 21 of the Residential Catalog and on the IMBC website at <https://imbc.edu/students/documents/>.