



Grievance Procedure

SWBSTC strives to provide an atmosphere in which problems are resolved as quickly, fairly, and as informally as possible. All Training Center students, clients or other stakeholders who have an issue to resolve are asked to contact an SWBSTC Coordinator and are encouraged to first attempt to resolve issues through an open and honest discussion with all parties involved.

No individual involved in the Problem Solving and Grievance Process at any level shall suffer any restraint, interference, discrimination, coercion, retribution, or reprisal due to his/her good-faith participation in the process. All those involved in the Problem Solving and Grievance Process shall strive to maintain the student's confidentiality regarding the issue.

1. Formal Problem Solving and Grievance Procedure.

Training Center students who have a complaint with SWBSTC that was not able to be resolved informally may contact FSL Home Improvements to formally submit their complaint or state a concern.

Complaints/grievances will be handled in the following manner:

- a) The Training & Technical Assistance Coordinator will document the concern(s) on a Grievance Form or may provide one to the student to complete. (See SWBSTC Grievance Form.)
- b) Once the complaint is documented in writing, within (5) business days the Energy Training & Technical Assistance Coordinator will determine a response, including any appropriate corrective action, and will provide the response in writing to the student. Any corrective actions identified in the response to be completed by the SWBSTC are to be completed in a timely manner.
- c) If the student is unsatisfied with the outcome from the Energy Training & Technical Assistance Coordinator, he/she may contact the Program Director for a review of the situation. The Program Director will review the response that was given and either uphold or change that response. The Program Director will document this review and outcome in writing and provide it to the student within five (5) business days. If the Program Director determines corrective actions to be completed by the SWBSTC are appropriate, they are to be completed in a timely manner.
- d) If, after a response has been received from the Program Director, the student is still not satisfied, the Grievance Form will be forwarded to the FSL Senior Manager or President for review. The FSL Senior Manager or President will directly assign unrelated staff to review the issue and the response that was given, and advise the FSL Senior Manager or President to either uphold or change that response. That staff will provide a written response to the student in a timely manner. If this review determines that corrective actions to be completed by the SWBSTC are appropriate, they are to be completed in a timely manner.

- e) If the student feels the complaint is not resolved after utilizing the above 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:

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