

Student Grievance/Complaint Procedure

All student grievances and complaints will be taken seriously and fully investigated. Grievances must be submitted on the Crossroads Campus Student Grievance form. The form can be obtained on the Crossroads Campus website, requested by email (info@crossroadscampus.org), or picked up in person from the Crossroads Administrative Manager: danelle@crossroadscampus.org.

The completed forms should be submitted by email, mail or in person to the Program Director, eric@crossroadscampus.org, Eric Davis, Director of Young Adult Programs, The Crossroads Campus, 1757 16th Ave. North, Nashville, TN 37208. The Program Director will date stamp the form when received. All student grievances and complaints will be reviewed and investigated and responded to in writing or by email within 15 business days. Provided the complaint is not against the Program Director, the Program Director will be responsible for investigating and responding to the complaint. If the complaint is with the Program Director, the Crossroads CEO, Lisa Stetar (lisa@crossroadscampus.org) will take the lead. All complaints and the results of the investigation will become part of the student's record.

Grievances under this procedure include but are not limited to the following adverse actions by The Crossroads Campus, affecting a student:

- Violates Crossroads Campus Policy, or involves an inconsistent application of these same policies;
- Violates state or federal discrimination statutes or the Crossroads Campus discrimination policy.
- Violates any constitutional right.

Appeals must be made in writing or by email to the Crossroads Campus, CEO: lisa@crossroadscampus.org, Lisa Stetar, CEO, The Crossroads Campus, 1757 16th Ave. North, Nashville, TN 37208. The CEO will send a written copy of her decision to the student within 10 business days of receipt of the appeal. The decision of the CEO is final.

Any person claiming damage or loss as a result of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20 or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization (DPSA) after exhausting the grievance process at the institution. DPSA's address is Tennessee Tower, 9th Floor, 312 Rosa L. Parks Ave., Nashville, TN 37243-1102. If you have any questions regarding the complaint process, you may contact Marcie Mills at Marcie.Mills@tn.gov or (615) 253-7458.