

STUDENT COMPLAINTS AND GRIEVENCE

At Believers and Achievers Dental Administration Training Academy, we take student concerns seriously and aim to resolve issues in a fair and timely manner. If you encounter any problems or have grievances, the following process is in place:

Procedure:

1. **Informal Resolution:** Before filing a formal complaint, students are encouraged to first address their concerns with the instructor, coach, or program administrator to seek an informal resolution.
2. **Formal Complaint:** If an issue cannot be resolved informally, students may file a formal written complaint to the program director by completing the complaint form available at the administration office.
3. **IBHE Complaints:** If a student feels their complaint has not been adequately addressed by the program, they may contact the **Illinois Board of Higher Education (IBHE)**. Complaints can be submitted via email at complaints@ibhe.org or by calling (217) 557-7359. Students may also mail complaints to: **IBHE 1 N. Old State Capitol Plaza, Suite 333, Springfield, Illinois, 62701; Visit Website www.ibhe.org**

All complaints will be addressed promptly, and students will be informed of the outcome as soon as a resolution is reached. The time required for resolution may vary depending on the nature of the complaint.