

Grievance Policy

An exam candidate/ student may lodge a complaint either verbally or in writing to the instructor, proctor or administrator, outlining the details of the complaint. The person receiving the complaint must:

- Remit the complaint immediately to the SUT Qualification/ Certification Program Officer manager
- Attempt to resolve the complaint

If an oral complaint is not resolved within a reasonable time period, a complaint may be submitted in writing.

Within ten days of receiving the complaint, the school will provide the student with a written response with a summary of the investigation and the deposition. If the complaint is rejected, supporting documentation for the reasoning behind it will be presented.

In no way will the student's rights or remedies be waived. Any document signed waiving these rights is void.

Students may also file complaints with the Commonwealth of Virginia Department of Education.

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