Student Grievance Policy

Revised 11.2026

The student grievance policy provides a process to facilitate resolution of student concerns. If a disagreement occurs, students should follow the following steps:

1. For course-specific academic concerns, a student should first attempt to resolve the difference with the course instructor. For non-academic concerns, a student should communicate with their program director, academic dean, or campus managing director.
2. If a satisfactory solution cannot be achieved, or for a student with concerns of a non-academic nature, the student may choose to submit a formal grievance.
3. Formal grievances must be submitted to the campus academic dean, program director or managing director, as appropriate to the concern. Grievance submission must be in the form of a written letter and must contain a statement of the alleged violation(s), a statement of the student's desired resolution, and the student's name, address, and phone number. Although documentation of the alleged incident is not required as part of the grievance, reliable documentation and/or statements can assist Dorsey College in a fair and accurate review of the grievance. In order to resolve the situation in a timely manner, the student is required to provide information promptly. If the student fails to provide requested information in a reasonable period of time (typically 10 working days), the grievance may be cancelled, and no further consideration will be given.
4. The written formal grievance will be investigated, and the determination will be provided in a timely manner to the student.
5. Any resolution that is unsatisfactory to the student may be appealed in writing to the senior vice president of education and career services or, for nursing students, to the executive director of nursing/associate vice president of nursing at Grievance@dorsey.edu, whose decision in all matters will be final.

Dorsey College operates in accordance with standards established by the following agencies:

Council on Occupational Education
7840 Roswell Rd., Bldg. 300, Suite 325,
Atlanta, GA 30350
Telephone: (707) 396-3898 www.council.org

Michigan Department of Labor and Economic Opportunity -
Workforce Development
201 N. Washington Square, Lansing, MI 48913
Telephone: (517) 335-5858
Students can file a complaint with the State of Michigan online at
www.michigan.gov/pss

The Michigan Board of Nursing, Bureau of Health Professions
611 W. Ottawa, PO Box 30670, Lansing, MI 48909-8170
Telephone: (517) 335-0918

Michigan Department of Licensing and Regulatory Affairs, Michigan State Board of Cosmetology
P.O. Box 30244, Lansing, MI 48909
Telephone: (517) 241-9262

American Culinary Federation Education Foundation
180 Center Place Way, St. Augustine, FL 32095
Telephone: (800) 624-9458 www.acfchefs.org

Commission on Accreditation of Allied Health Education Programs
25400 US Highway 19 N., Suite 158, Clearwater, FL 33763
Telephone: (727) 210- 2350 www.caahep.org

Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions
8301 Lakeview Parkway Suite 111-312, Rowlett, TX 75088
Telephone: (214) 703-8445 www.coaemsp.org

Accreditation Commission for Education in Nursing
3390 Peachtree Road NE, Suite 1400, Atlanta, GA 30324
Telephone: (404) 975-5000 www.acenursing.org

Joint Review Committee on Education in Radiologic Technology
20 N. Wacker, Suite 2850, Chicago, IL 60606-3182
Telephone: (312) 704-5300 www.jrcert.org

National Council for State Authorization Reciprocity Agreements
3005 Center Green Drive, Suite 130, Boulder, CO 80301
Telephone: (303) 541-0275

If you are taking a Dorsey College distance education course under the State Authorization Reciprocity Agreements (SARA), first follow this Student Grievance Policy to seek resolution. If you are dissatisfied with the outcome, you may appeal an eligible complaint within ***two years of the incident*** *to Michigan's SARA State Portal Entity or to the SARA State Portal Entity in the state where you are located. For filing instructions, see the Michigan SARA Student Complaint Process or use the SARA State Portal Entity directory to find the contact for the state where you are located. Michigan, as Dorsey College's home state, is responsible for deciding the appeal. Complaints about grades or student conduct violations are handled through Dorsey College's applicable procedures and are excluded from the SARA appeal process.*