

Cybersecurity Institute at Lab Four Complaint Policies for Certain Distance Education Students Enrolled Through the State Authorization Reciprocity Agreements ("SARA")

The below policies apply to students who are:

- non-Tennessee residents in [State Authorization Reciprocity Agreement \("SARA"\) states](#) and who are enrolled in a distance education program/course or
- attending an out-of-state learning placement in a [SARA state](#) other than Tennessee

The nature of complaints to be addressed through these policies include violations of SARA policies and dishonest or fraudulent activity. These policies do not apply to complaints concerning student grades or student conduct violations. For more information on complaint subject matter see [SARA Policy Manual](#) Sections 4.2 and 4.3.

INSTITUTION COMPLAINT POLICIES

If a student has a complaint or grievance of any kind, they must first speak to their instructor one-on-one (not during class). If unsatisfied with the results of the meeting with their instructor, students should contact the Concerns Committee by emailing help@labfour.edu. If still unsatisfied, students are encouraged to contact the Campus Director so that Lab Four can work to resolve the issue. If a student has a grievance that has not been resolved with the Campus Director, the student may submit a written statement/report (U.S. mail or hand-delivery) describing the issue or complaint to the Director of Operations of Lab Four, 1255 Lynnfield Road, Suite 160, Memphis TN 38119. Telephone: 901-261-1111. The Director of Operations will review the statement, may meet with the student, and will respond within ten days. The decision of the Director of Operations is final.

Discrimination complaints must be filed no later than 180 days after an alleged discrimination. At each step of our process, hearings are held within 30 days of filing the grievance, with a decision made no later than 60 days after filing.

If a student does not feel that the school has adequately addressed a complaint or concern after exhausting the school's procedures, the student may contact the Tennessee Higher Education Commission, 312 Rosa Parks Ave, 9th Floor, Nashville, TN 37243. Telephone: 615-741-3605

If the student is a WIA or WIOA participant, they have the right to request a review by the Governor within 10 days of receipt of the adverse decision or from the date on which they should have received a decision. Telephone: 615-741-2001. If the student is part of a program involving an employer/contractor, the employer/contractor's decisions can be reviewed by LWIA and the Governor if necessary. If necessary, the student may also contact the Department of Labor at 615-741-1031.

After exhausting institutional procedures, students may contact ACCET (see below).

NOTICE TO STUDENTS: ACCET COMPLAINT PROCEDURE

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that quality educational training programs are provided. When issues or problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET-accredited institutions and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure, which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints that involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

If a student has used the institution's formal student complaint procedure, and the issue has not been resolved, the student has the right and is encouraged to submit a complaint to ACCET in writing via the online form on the ACCET website (<https://accet.org/about-us/contact-us>). The online form will require the following information:

1. Name and location of the ACCET institution
2. A detailed description of the alleged problem(s)
3. The approximate date(s) that the problem(s) occurred

4. The names and titles/positions of all persons involved in the problem(s), including faculty, staff, and/or other students
5. What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET
6. The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved
7. The status of the complainant with the institution (e.g., current student, former student)

Please include copies of any relevant supporting documentation (e.g., student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

Note: Complainants will receive an acknowledgment of receipt within 15 business days.

Online Complaint Submission Form



ADDITIONAL COMPLAINT POLICIES

- Tennessee Higher Education Commission ("THEC")
 - Students (as described above) must complete the institution complaint process before appealing to THEC.
 - Students who are not satisfied with the institution's resolution of their complaint may appeal the institution decision to THEC using the [Request for Complaint Review form](#). Additional information on the THEC complaint process is available at [THEC Complaint Review Process](#). Students may also contact THEC.RCD@tn.gov with questions.
 - The appeal to THEC must be filed within two (2) years of the incident about which the complaint is made.
 - Out-of-state student may also contact their home state higher education authority; although student may be referred to THEC. See [State Portal Entity Contacts | NC-SARA](#) for a listing of SARA states and contacts.
 - Students residing in non-SARA states, currently California only, should consult their respective state of residence for further instructions for filing a complaint.
 - Any person claiming damage or loss as a result of any act or practice by an [authorized postsecondary educational institution](#) or its agent that is a violation of Title 49, Chapter 7, Part 20 or Rule Chapters 1540-01-02 or 1540-01-10, may file a complaint with THEC after exhausting the institution complaint process. More information is available at [THEC Complaint Review Process](#), 312 Rosa Parks Ave., 9th Floor, Nashville, TN, 37243, (615) 741-3605. Students may also contact THEC.RCD@tn.gov with questions.