

Student Grievance and Appeal Policy

If the student has a concern or complaint, that complaint is made to the Registrar by phone or email. The Registrar will categorize the complaint according to its nature and direct it to the appropriate ACOT personnel. For example:

- Technical complaints are channeled to the Technical Support Department and the Director of Operations and Technology.
- Academic complaints go to the Director of Education and Director of Operations and Technology.
- Financial concerns (not related to Financial Aid) go to the Accounting Department and the Director of Operations and Technology.
- Title IV Financial Aid concerns are directed to the Director of Financial Aid and the President.

If the issue is not resolved, the student may file a grievance by submitting the [online grievance form](#) or by emailing the Registrar at: registrar@acot.edu or by U.S. Mail to:

American College of Technology
Attn: Registrar
2300 Frederick Ave. St. Joseph, MO 64506

If the grievance does not resolve the issue, the student may appeal the decision.

Appeal Process:

Students who wish to appeal a decision made by the College must submit a letter in writing to the Registrar within seven (7) calendar days of notification of the determination. The letter must describe, in detail, the circumstances which the student feels deserve consideration. A committee consisting of the President, Director of Education, and Director of Operations and Technology, as well as any other appropriate department representative to address the appeal, will issue a decision within ten (10) business days of the appeal receipt date. The committee decision is final.

If the student is not satisfied with the committee's decision, he/she may contact:

Missouri Department of Higher Education
3515 Amazonas Drive
Jefferson City, MO 65109

And/or

DETC Accrediting Commission
1601 18th Street, N.W., Suite 2
Washington, D.C. 20009-2529
202-234-5100; fax: 202-332-1386
www.detc.org