



Cosmetology | Esthetics | Manicuring | Teacher Training

INTERNAL GRIEVANCE POLICY

In accordance with the institution's mission statement, the school will make every attempt to resolve any student grievance that is not frivolous or without merit.

Grievance procedures will be included in the new student orientation thereby assuring that all students know the steps to follow should they desire to register a grievance at any time. Evidence of final resolution of all grievances will be retained by the school in order to determine the frequency, nature, and patterns of grievances for the institution. The following procedure outlines the specific steps of the grievance process.

Prior to filing a formal grievance, the student should notify any staff member of the situation. Once notified, the institution uses the following chain of command: **Assigned Instructor**, **Senior Instructor**, then **Admissions Office**, and finally **Director**

If the Director is unable to resolve the grievance, the student should then file a formal grievance as stated below.

1. The student should register the grievance in writing on the designated form within 15 calendar days of the date that the act which is the subject of grievance occurred. *An Internal Grievance Form may be obtained through the Administrative Office of the institution.*
2. The grievance form will be given to the Director.
3. The grievance will be reviewed by management and a response will be sent in writing to the student within 30 calendar days of receiving grievance. The initial response may not provide for final resolution of the problem but will notify the student of continued investigation and/or actions being taken regarding the grievance.
4. If the grievance is of such nature that it cannot be resolved by the management, it will be referred to the appropriate agency if applicable.
5. Depending on the extent and nature of the grievance, interviews with appropriate staff and other students may be necessary to reach a final resolution of the grievance.
6. In cases of extreme conflict, it may be necessary to conduct an informal hearing regarding the grievance. If necessary, management will appoint a hearing committee consisting of:
 - a. one member selected by the institution who was not involved in the dispute and who may also be a corporate officer,
 - b. another member who may not be related to the student filing the grievance or another student in the school,
 - c. **and** another member who may not be employed by the school or related to the school owner.
7. The informal hearing will occur within 90 calendar days of committee appointment. The hearing will be informal with the student presenting their case followed by the school's response. The hearing committee will be allowed to ask questions of all involved parties.
8. Within 15 calendar days of the hearing, the committee will prepare a report summarizing each witness' testimony and a recommended resolution for the dispute. School management shall consider the report and either accept, reject, or modify the recommendations of the committee.

GRIEVANCE PROCEDURE FOR COMPLAINTS OF SEX DISCRIMINATION

The following people have a right to make a complaint of sex discrimination, including complaints of sex-based harassment, requesting that Omega Institute of Cosmetology investigate and make a determination about alleged discrimination under Title IX:

- A "complainant" which includes:
 - A student or employee of Omega Institute of Cosmetology who is alleged to have been subjected to conduct that could constitute sex discrimination under Title IX, or
 - A person other than a student or employee of Omega Institute of Cosmetology who is alleged to have been subjected to conduct that could contribute sex discrimination under Title IX at a time when that individual was participating or attempting to participate in Omega Institute of Cosmetology's education program or activity.
- A parent, guardian, or other authorized legal representative with the legal right to act on behalf of a complainant; or
- Omega Institute of Cosmetology's Title IX Coordinator.
 - When a Title IX Coordinator is notified of conduct that reasonably may constitute sex discrimination under Title IX (and in the absence of a complaint to the withdrawal of any or all of the allegations in a complaint, and in the absence or termination of an informal resolution process), the Title IX Coordinator must determine whether to initiate a complaint of sex discrimination as required under Title IX.

With respect to complaints of sex discrimination other than sex-based harassment, in addition to the people listed above, the following persons have a right to make a complaint:

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- Any student or employee of Omega Institute of Cosmetology
- Any person other than a student or employee who was participating or attempting to participate in Omega Institute of Cosmetology's education program or activity at the time of alleged sex discrimination.

Note that a person is entitled to make a complaint of sex-based harassment only if they themselves are alleged to have been subjected to the sex-based harassment, if they have a legal right to act on behalf of such person, or if the Title IX Coordinator initiates a complaint consistent with the requirements of 34 C.F.R. § 106.44(f)(1)(v).

Omega Institute of Cosmetology may consolidate complaints of sex discrimination against more than one respondent, or by more than one complainant against one or more respondents, or by one party against another party, when the allegations of sex discrimination arise out of the same facts or circumstances. The institution is not permitted to consolidate complaints if consolidation would violate the Family Educational Rights and Privacy Act (FERPA). Consolidation would not violate FERPA when the institution obtains prior written consent from the parents or eligible students to the disclosure of their education records.

When more than one complainant or more than one respondent is involved, references below to a party, complainant, or respondent include the plural, as applicable.

Omega Institute of Cosmetology's policy on Title IX and Sexual Misconduct is located here: [Title_IX_Policy_effective_01-31-2025-649bcfe1.pdf](#)