



Cultural Center for Language Studies

Fluency in Languages

Student Grievance Policy

Students have a right to submit grievances and complaints at any time. Students who have a complaint are encouraged to talk to one of our Customer Service Representatives. We will do everything we can to resolve the issue in a timely and satisfactory manner.

If a student has a grievance concerning his or her grades, he or she can talk to his or her teacher, one of our Customer Service Specialists, or to Student Advising. Consistent with our **Grading Policy** and our **Satisfactory Academic Progress and Advancement Policy**, we allow limited test re-takes and offer private tutoring (for a fee) among other options.

If a student wishes to submit a formal complaint, he or she can send an email or letter to CCLS-NJ, or fill out a **Formal Complaint Form**. The form can be copied from the last page of the “Student Handbook” or downloaded from cclsnj.edu/studentcorner. Formal complaints are submitted to the School Director and must include the student’s full name and contact information. Formal complaints will proceed as follows:

CCLS-NJ reviews and responds to all formal complaints, as defined above. If necessary, a meeting with the school Director may be scheduled within five (5) business days so that the student or his or her sponsor can discuss the concern in detail. If the Director is unavailable for a meeting, the student is given a choice to meet with another school official authorized to address his or her concern or to meet with the Director on the earliest available date. Every effort is made to bring an amicable and satisfactory resolution to the problem. Students or their sponsors should expect a written response within five (5) business days following the meeting. A copy of the response is kept with the student’s file.