

## Corinth Academy of Cosmetology, Inc

Main Campus  
502 Cruise Street, Corinth, MS 38834  
Phone: (662) 286-9200 Fax: (662) 286-9011

## Tupelo Academy of Cosmetology

Additional Location  
205 Commerce Street, Tupelo, MS 38804  
Phone: (662) 840-3131 Fax: (662) 840-3122

### **STUDENT INTERNAL GRIEVANCE POLICY**

The school will make every attempt to resolve any student complaint that is not frivolous or without merit. Complaint procedures are included in new student orientation thereby assuring that all students know the steps to follow should they desire to register a complaint at any time. Evidence of the final resolution of all complaints will be retained in the student file in order to determine the frequency, nature, and patterns of all complaints for the institution. The following procedure outlines the specific steps of the complaint process:

1. The student will register the complaint in writing on the designated form provided by the institution within 30 days of the date in which the act occurred.
2. The complaint form will be given to the school manager or director by the complainant.
3. The complaint form will be reviewed by the Internal Complaint Committee which consists of the Chief Executive Officer and our Management Team.
4. The committee will meet with the complainant within 10 business days and respond in writing to the complainant within 15 calendar days after meeting and rendering a decision of the allegations made.
5. If the complainant is of such nature that it cannot be resolved by the Internal Complaint Committee, the complainant will be referred to the Mississippi State Board of Cosmetology, P.O. Box 55689, Jackson, Mississippi 39296-5689 or email to: [executivedirector@msbc.state.ms.us](mailto:executivedirector@msbc.state.ms.us) or via phone (662)359-1820. Click on the link for Complaint Procedures to download a copy of the complaint forms at [www.msbc.ms.us](http://www.msbc.ms.us)
6. Students must exhaust the institution's internal complaint process before submitting a written complaint to the school's accrediting agency, as follows: NACCAS, 4401 Ford Avenue, Suite 1300, Alexandria, VA 22302.