

Direct Travel Complaint Process Student Grievance Process

Students have a right to file a complaint with the Direct Travel Academy President/Director. Students are expected to follow the Direct Travel Academy Complaint Process in order to reconcile any complaints in a timely and efficient manner.

Direct Travel Academy
Connie Corbett, President/Director
5236 Vogel Road, Suite B Evansville IN
47715
(812) 473-4747 / (800) 937-8688

The purpose of this policy is to provide a method for prompt and equitable settlement of student-initiated complaints.

Procedure:

1. Students may pick up Direct Travel Academy a copy of the Student Complaint Form at the Direct Travel Academy office, or request one to be mailed or emailed. Students may also download this form on the Direct Travel Academy website.
2. Each complaint must be completed and submitted to the President/Director during normal business hours (M-F 8:30 am – 5:00 pm)
3. The complaint form must be received within five (5) business days of the date of the occurrence or matter.
4. Each complaining student shall file a separate Student Complaint Form.
5. Within five (5) business days of receiving a complaint, the President/Director of Direct Travel Academy shall route the complaint to the appropriate persons for a response.
6. The responding person shall send a written response to the President/Director within five (5) business days of receiving the complaint form from the President/Director.
7. The President/Director shall provide the written response to the complaining student within five (5) business days of receiving the complaint form back from the “responding person”.
8. The President/Director shall maintain each complaint form for reference.

Students will check off that they have read and understand this policy on the website during the enrollment process.



Direct Travel Academy
Student Grievance Form

Student Name _____

Date of Issue/Incident _____

Time _____

Description – Complaint with supporting information:

(Please note in description if there are any supporting documents attached to this form.)

Proposed Solution (student):

Student Signature

Today's Date

Submit completed grievance form to:

Direct Travel Academy

Connie Corbett

President/Director

5236 Vogel Road, Suite B Evansville IN 47715

(812) 473-4747

Connie.Corbett@DirectTravelAcademy.com