



GRIEVANCE POLICY

A grievance may arise out of a decision reached or action taken by a member of the faculty, staff, or administration of Bottega University. A basic grievance is that the college has violated a published policy. It does not include grade appeals. The purpose of the Student Grievance Policy is to provide a process for an impartial review and to ensure that the rights of students are properly recognized and protected. The first step to resolve a grievance is to ensure that all informal channels of resolution and the Student Complaint Policy have been exhausted. If the student believes that the resolution received was unsatisfactory, the student has a right to appeal. Please see the Right to Appeal information in the catalog. If the student is still not satisfied with the appeal results, the student may contact any of the below agencies. Please note that these agencies require that a complainant work with the institution first to exhaust all avenues for resolution.

Utah State Agency:

Utah Division of Consumer Protection
160 East 300 South
Salt Lake City, UT 84111 (801) 530-6601
<http://consumerprotection.utah.gov/complaints/index.html>

Distance Education Accrediting Commission (DEAC):

Distance Education Accrediting Commission
1101 17th Street, NW, Suite 808
Washington, DC 20036
202-234-5100
202-332-1386 (Fax)
www.deac.org

Better Business Bureau:

BBB
www.bbb.org

UT SARA:

STUDENT CONSUMER COMPLAINTS

Students who have a complaint against Bottega University should first file a complaint with the institution. ([Policy form](#)) If Bottega University does not resolve the complaint, students may file a complaint with the Utah Board of Higher Education at www.higheredutah.org. The Board of Higher Education will only consider complaints that were previously unresolved by the institution and may refer a complaint to another agency for investigation.

UT SARA Complaint Process

UT SARA is the initial contact point for complaints about Utah SARA institutions resulting from distance education



courses, activities, and operations. As the state portal agency, UT SARA serves as the final decision-maker on SARA-related complaints.

To file a SARA complaint, you must:

- File within two years of the date of the incident;
- First file and follow through with the institution's complaint process. If the complaint is not resolved after going through the institutional complaint process, students may file with UT SARA.
- Address a complaint that the institution violated a standard or regulation of the terms of SARA (see [institution eligibility in section 3 of SARA manual](#)); and
- Be a student at a UT SARA institution:
 - Utah students may not use UT SARA to complain about distance education courses offered by a Utah institution, only distance education courses offered by a postsecondary institution in another state.
 - Students outside Utah involved with distance and correspondence education from a UT SARA institution may file a complaint with UT SARA. They can also file a complaint with [their state's enforcement authority](#).

Once a complaint is filed, UT SARA will conduct a review within five business days. If the complaint fits within the SARA jurisdiction, investigation and follow up will take place. If the complaint does not fall under the SARA jurisdiction, it may be referred to another entity for investigation and follow up.

- Complaints covered by the student code of conduct, such as grade grievances or conduct issues – that have not been filed with the institution — will be referred to the institution. Students should follow an institution's process for filing a complaint.
- Complaints relating to fraud, false advertising, or other deceptive practices will be referred to the Utah Division of Consumer Protection:
 - Utah Division of Consumer Protection
160 East 300 East, 2nd Floor, Salt Lake City, UT 84111
801-530-6601 or 1-800-721-SAFE
dcp.utah.gov/complaints/index.html.
- Complaints relating to an institution's quality of education may be referred to the institution's accreditor.

As California requires for state authorization, the following has also been added.

California: The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if you are not a California resident, or are not enrolled in a residency program "It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school." Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or enrolled in a residency program, prepaid tuition, paid or deemed to have paid-the STRF-assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF. A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number."