



BIG ISLAND BEAUTY ACADEMY

*Knowledge is Beautiful*

**Hairdressing Course**

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## Note from the Owner

*Hello, my name is Monica; I truly appreciate your interest in Big Island Beauty Academy!*

*I arrived In Hawaii 5 years ago, and since my arrival I just could not believe the Big Island did not have a Beauty school! Hairdressing has been very rewarding and lucrative career for me for over 25 years and I have been inspired for years in every aspect of this exciting industry! I was saddened that the opportunity was lacking for the people of our community here on the Big Island.*

*Upon arriving to the Island, my first goal was to provide for myself, so I opened my own Salon called Monimay Salon. However, I told myself 5 years ago that I would one day open a school here, and I cannot believe the day is finally here!*

*Throughout my career, I have worked for some amazing salons which provided me the opportunity to travel, teach, and perform on stage. I have won national recognition for my work as a Color Specialist, as well as many local awards in Arizona. I am looking forward to being able to share my years of experience and my passion with you and I am looking forward to finding new inspiration from you my students as well!*

*Monica M. May  
Director of Education*

## Our Mission

We at Big Island Beauty Academy are dedicated to providing an opportunity for our students to pursue a career in the Art and Science of Cosmetology, Nail Technology, Esthetics, and Beauty School Instruction. It is our desire to lay down a foundation in both theory and practical training that will prepare our students for an exciting journey, leading to high self-esteem and a quality lifestyle. We strive to exceed not only what is expected from us, but also what we expect of ourselves.

## Our Objective

The objective of Big Island Beauty Academy is to prepare, qualify, and educate the student to enter the fields of Cosmetology, Nail Technology, Esthetics, or Beauty School Instruction. Big Island Beauty Academy aspires to successfully prepare each student for job security in a rewarding profession, as well as train each student to successfully pass the State Board Examination for his or her license. The Big Island Beauty Academy maintains programs that are constantly updated to ensure our students are prepared to successfully enter the professional beauty industry.

# Hairdressing Course



The purpose of Big Island Beauty Academy's Hairdressing program is to properly train students in all aspects of the Hairdresser industry, which will result in passing the Hawaii state board examination and enjoying a rewarding career. Our strong hands-on approach with a dedicated expert faculty makes our program stand out! After course completion, students become masters in Hairdressing, due to our rigorous class schedule and hands-on training.

## Hairdressing Career

Hairdressers have the advantage of endless job opportunities. By becoming a Hairdresser, you can work for beauty salons, resorts, spas and even yourself. Hairdressers also have the unique luxury of setting their own hours and being self-employed. This growing industry has endless opportunities that Big Island Beauty Academy, LLC, will help you achieve!

**\*The approximate time for completion of the Hairdressing program is 40 weeks for full time students and 80 weeks for part time student respectively.**

# Big Island Beauty Academy: Hairdressing Course-1250 Hours

The state of Hawaii requires 1250 clocked hours for a Hairdressing license. At Big Island Beauty Academy, that equates to 40 weeks in length, for full time students, and 80 weeks of training for part time students.

## Classroom Studies

### **Orientation:**

Students will be oriented to the expectations of the course, the rules and regulations, students will be issued a syllabus which will help guide them to succeed in this course.

6 Hours

### **History of Beauty Style/Barbering:**

Students will learn about barbering through the years.

1 hour

### **Professional Ethics:**

Students will learn about professionalism and ethics and the importance of professionalism and, ethics in barbering, in business, and relating to customer satisfaction, safe work practices, and introduction to the laws, rules and regulations governing the practice of barbering in Hawaii.

1 Hour

**Hygiene:**

Students will learn about hygiene and the importance of hygiene and maintaining personal cleanliness in barbering.

1 Hour

**Bacteriology:**

Students will learn about hygiene and the importance of hygiene and maintaining personal cleanliness in barbering.

3 Hours

**Sterilization and Sanitation:**

Students will learn about sterilization and sanitation of the shop and implements; patron protection, methods, preparation and agents used to kill or retard the growth of pathogenic bacteria, and sanitary rules and measures.

7 Hours

**Implements — Care and Uses:**

Students will learn how to handle, utilize, cleanse and maintain their instruments properly.

2 Hours

**Shampooing:**

Students will learn the purposes and effects of shampoos, rinses and conditioners, hair and scalp analysis, patron protection, product knowledge and chemistry, characteristics, selection and application techniques.

5.5 Hours

**Scalp Manipulations:**

Students will learn Shampooing manipulation techniques, product knowledge and the application of hair tonics and preparations used with scalp manipulations.

8 Hours

**Histology; Skin and its Appendages:**

Students will learn basic anatomy and purposes of the skin and its appendages.

2 Hours

**Hair, Skin, and Scalp Disorders:**

Students will learn about disorders and diseases of the hair, skin, and scalp.

2 Hours

**Hair, Skin and Scalp Treatments:**

Students will learn about hair, skin and scalp analysis, and methods used to treat the hair scalp and skin within the stylist's scope of practice, application of shampoos, conditioners, tonics and preparations, electricity and light therapy, manipulation techniques.

6 Hours

**Linen Uses:**

Students will learn to properly drape clients, use of towels, haircloths, shampoo and chemical capes, neck strips, and linen uses for patron protection.

1.5 Hours



**Haircutting:**

Students will learn haircutting techniques and using haircutting equipment, angles, style cuts, tapered cuts, razor cuts, blunt, box, and graduated cuts, flat tops, preparation, selection, sectioning, cutting and thinning using shears, clipper, and razor, patron protection and safety, terminology.

62 Hours

**Hairstyling:**

Students will learn techniques and using hairstyling equipment, style selection, thermal styling, curling and drying, chemistry and safety, terminology, patron protection, and product knowledge.

28 Hours

**Hair Relaxing:**

Students will learn about the action and strength of chemical hair relaxers, product knowledge and chemistry, patron protection, hair and scalp analysis, chemical hair relaxing, thermal hair relaxing, application techniques, conditioning, materials and supplies.

30 Hours

**Hair Coloring and Bleaching:**

Students will learn laws of color, color selection, hair and scalp analysis, patron protection and preparation, patch tests, classification, penetration and application of single and double process colors, how to mix and apply temporary, semi-permanent and permanent tints and lighteners, virgin tint and lightener application (lighter and darker), retouches, toners, frosting, tipping, streaking (cap and weave), color removal and tint backs. chemistry, product knowledge: Colors, lighteners, and dye removers, corrective measures, safety, materials and supplies, creating, using, and maintaining record forms.

62 Hours

**Perms:**

Students will learn hair and scalp analysis, consultation and communication, patron protection and preparation, product knowledge and chemistry, action and strength of solutions, use of materials and supplies for reactive processes, strand tests, sectioning, blocking, rod selection and wrapping techniques for acid and alkaline perms, test curls, processing, neutralizing, techniques of single and double process permanent waving.

40 Hours

**Salesmanship, Shop Management and Motivation:**

Students will learn about poise, personality, and shop management, reception, telephone techniques, fundamental bookkeeping, and basic first aid as it pertains to barbering.

4 Hours

**Laws and Reviews for State Exam:**

Students will learn the laws, rules and regulations governing the practice of barbering in the State of Hawaii and review of text book material

39 Hours

**Testing — Theory and practical tests on required subjects.**

16 Hours

## Clinical Activities

**Haircutting:**

Students will learn and gain experience through practice in preparation and patron protection, selection, sectioning, haircutting angles, blunt, taper, layer, box and graduated cuts, longer cuts, flat tops, cutting and thinning, with the use of shears, clipper, razor, using terminology and product knowledge. Required operations: 200 style cuts, 80 tapered cuts, 5 razor cuts.

255 Hours

**Hairstyling:**

Students will learn and gain experience through practice of style selection, shapes, thermal styling, curling, drying, and wet styling, techniques with the safe use of rollers, dryers, and irons, application of styling products, patient protection, product knowledge, chemistry, terminology, safety. Required operations: 200 hairstyles

196 Hours

**Hair and Scalp Treatments:**

Students will learn and gain experience in practice of patron protection and preparation, brushing, characteristics, product knowledge and chemistry, selection and application techniques

**Operations:**

10 scalp treatments, 50 shampoo and conditioning services.

85 Hours

**Reactive Processes (including perms, colors and relaxers):**

Students will learn and gain experience through practice of patron protection and preparation, consultation and communication, hair and scalp analysis, product knowledge and chemistry, action and strength of solutions, use of materials and supplies for reactive processes, patch tests, sectioning, blocking, strand testing, rod selection and wrapping techniques for acid and alkaline perms, test curls, processing, neutralizing, techniques of single and double process permanent waving, virgin application of sodium hydroxide and thio relaxers, retouch applications, reverse perms, neutralizing, thermal hair relaxing, relaxer application techniques, conditioning, color selection, mixing and applying temporary, semi-permanent and permanent tints, lighteners, virgin tint and lightener application (lighter and darker), retouches, toners, frosting, tipping, streaking (cap and weave), color removal and tint backs, dye removers, corrective measures, classification, penetration and application of single and double process colors. Utilizing, creating and maintaining record forms. Required operations: 25 coloring, 10 bleaching, 10 relaxing, 50 perms

155 Hours

**Sanitation and Implement Care:**

Students will learn, practice and gain experience by continuous cleaning of station, chair, sink, mirror, and floors, sanitation and sterilization of implements, sanitary use of supplies, methods, preparation and agents used to kill or retard the growth of pathogenic bacteria, sanitary rules and measures, all responsibilities necessary for managing a clean and safe shop.

125 Hours

**Shop Management:**

Students will learn and gain experience in practice with reception, utilizing poise and personality, telephone techniques, appointment booking, recordkeeping, fundamental bookkeeping and sales, basic first aid as it applies to barbering, dispensary, inventory, stocking, pricing and retailing.

57 Hours

**Study, Retests, Records, Etc.:**

Students will learn and gain experience during practical tests, maintaining records of operations, study and retesting.

50 Hours

**1250 Total Hairdressing Hours Per Hawaii State law**

# Tuition Schedule

Course	Hours	App	Reg	Books	Kit	Tuition	Total
Hairdressing	1250	\$75	\$125	\$400	\$2,500.	\$12,312.	\$15,412.

*The unit price for each clock hour averages roughly \$9.85. All totals do not include Hawaii's General excise tax.*

*Total tax is \$642.21*

*There is a 3% processing fee for all credit cards.*

*Big Island Beauty Academy offers in house payment plans.*

# Curriculum

At Big Island Beauty Academy, we are proud to use the Milady's curriculum. Milady's is the leader in the industry and has been around since the 1920's. They update their curriculum regularly to stay abreast of the most current trends in the industry.

Milady's also provides interactive learning for students, as well as continued training courses and webinars for educators. At Big Island Beauty Academy, we are committed to provide these courses for our teaching team semi-annually to keep them inspired and current.

To ensure continued career success, graduates are encouraged to learn new and current information related to the skills, trends, and methods for career development in cosmetology and related fields.

It is our commitment that each graduate from Big Island Beauty Academy has the skills and confidence to immediately join the workplace in. As with any profession, it is more important than ever for individuals to take charge of their careers by investing time and energy into sharpening their professional skills with continuing education, to keep up with current products and trends.

## Teaching and Learning Methods

The clock hour education is provided through a sequential set of learning steps which address specific tasks necessary for state board preparation, graduation, and job entry level skills. All clinic equipment, implements, and products are comparable to those used in the industry. Each student will receive instruction that relates to the performance of useful, creative, and productive career-oriented activities.

The course is presented through comprehensive lesson plans which reflect effective educational methods. Subjects are presented by means of interactive lecture, demonstration, cooperative learning, labs, student salon activities, and student participation. Audio-visual aids, guest speakers, field trips, projects, activities, and other related learning methods are used in the course.

# Grading Procedures

The qualitative element used to determine academic progress is a reasonable system of grades as determined by assigned academic learning. Students are assigned academic learning and a minimum number of practical experiences.

Academic learning is evaluated after each unit of study. Practical assignments are evaluated as completed and counted toward course completion only when rates as satisfactory or better (the computer system will reflect completion of the practical assignment as a 100% rating). If the performance does not meet satisfactory requirements, it is not counted, and the performance must be repeated.

At least two comprehensive practical skills evaluations will be conducted over the course of study. Practical skills are evaluated according to text procedures and set forth in practical skills evaluation criteria adopted by the school.

Students must maintain a written grade average of 70% and pass a FINAL written and practical exam prior to graduation. Students must make up failed or missed tests and incomplete assignments. Numerical grades are considered according to the following scale:

**90 -100% EXCELLENT**

**80-89% VERY GOOD**

**74-79% SATISFACTORY**

**74% and BELOW UNSATISFACTORY**

# General Terms of Agreement

## Big Island Beauty Academy:

Shall provide programs of study that meets minimum curriculum requirements as prescribed by the state regulatory agency.

May change kit contents, textbooks, dress code, curriculum format, teaching materials or educational methods at its discretion.

Will grant a diploma of graduation and Official Transcript of Hours for the applicable course when the student has successfully completed all phases of study, required tests, practical assignments; passed a final comprehensive written and practical examination; completed the program of study per State requirements; completed all exit paperwork; attended an exit interview and made satisfactory arrangements for payment of all debts owed to the school.

Will issue an Official Transcript of Hours to students who withdraw prior to program completion when the student has successfully completed the required exit paperwork, attended an exit interview and made satisfactory arrangements for debts owed the school as approved by the School.

Will assist graduates in finding suitable employment by posting area employment opportunities and teaching Job Readiness classes, but placement is not guaranteed.

May terminate a student's enrollment for noncompliance with General Policies, this contract, or State Laws and Regulations; Improper conduct or any action which causes or could cause bodily harm to a client, a student, or employee of the school; willful destruction of school property; and theft or any illegal act.



# General Terms of Agreement

The Student:

Student agrees to pay applicable school and state fees and provide all required registration paperwork in a timely manner.

Student agrees to comply with all standards of conduct, general policies, state laws and regulations, and educational requirements including clinic assignments.

Student agrees not to refuse to perform client services or other program requirements.

Student agrees to provide all financial aid documents, if applicable, in the designated time frame.

Student agrees to comply with the school's dress code at all times and project a professional image representative of the industry.

Student agrees to comply with the assigned schedule for the applicable program of study which may change from time to time at the discretion of the school.

Student agrees to attend theory class as scheduled for the duration of the course of study regardless of whether all required tests have been taken and passed.

Student understands that if he/she is a Title IV financial aid recipient, \* minimum attendance and grade requirements must be maintained for satisfactory academic progress; failure to comply will result in loss of eligibility for financial aid per the policy found in the catalog.

Student understands that he/she is responsible for the state licensing exam fee and other examination or licensing related expenses. Each course/program has been scheduled for completion within an allotted time frame. A grace period of approximately 10% has been added to the calculated completion date for each program. It is not realistic to expect to receive an education for free. The school has reserved space, equipment, and licensed instructors for each student and course/program. If a student does not graduate within the contract period, additional training will be billed at the rate of \$15 per hour, payable in advance, until graduation. Students will not be allowed to clock in until applicable daily payments are made.

# Refund Policy-Notice of Cancellation

For applicants who cancel enrollment or students who withdraw from enrollment a fair and equitable settlement will apply. The following policy will apply to all terminations for any reason, by either party, including student decision, course or program cancellation, or school closure.

Any monies due the applicant or students shall be refunded within 45 days of official cancellation or withdrawal. Official cancellation or withdrawal shall occur on the earlier of the dates that:

1. An applicant is not accepted by the school. The applicant shall be entitled to a refund of all monies paid.
2. A student (or legal guardian) cancels his/her enrollment in writing within three business days of signing the enrollment agreement. In this case, all monies collected by the school shall be refunded, regardless of whether the student has actually started classes.
3. A student cancels his/her enrollment after three business days of signing the contract but prior to starting classes. In these cases, he/she shall be entitled to a refund of all monies paid to the school less the registration fee in the amount of \$175.
4. A student notifies the institution of his/her withdrawal in writing.
5. A student on an approved leave of absence notifies the school that he/she will not be returning. The date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning.
6. A student is expelled by the school. (Unofficial withdrawals will be determined by the institution by monitoring attendance at least every 7 days.)
7. In type 2, 3, 4 or 5, official cancellations or withdrawals, the cancellation date will be determined by the postmark on the written notification, or the date said notification is delivered to the school administrator or owner in person. For students who enroll and begin classes but withdraw prior to course completion (after three business days of signing the contract), the following schedule of tuition earned by the school applies. All refunds are based on scheduled hours.

<b>PERCENT OF SCHEDULED TIME ENROLLED TO TOTAL COURSE</b>	<b>TOTAL TUITION SCHOOL PROGRAM SHALL RECEIVE/RETAIN</b>
0.01% to 04.9%	20%
5% to 09.9%	30%
10% to 14.9%	40%
15% to 24.9%	45%
25% to 49.9%	70%
50% and over	100%

All refunds will be calculated based on the students last date of attendance. Any monies due a student who withdraws shall be refunded within 45 days of a determination that a student has withdrawn, whether officially or unofficially. In the case of disabling illness or injury, death in the student's immediate family or other documented mitigating circumstances, a reasonable and fair refund settlement will be made. If permanently closed or no longer offering instruction after a student has enrolled, the school will provide a pro rata refund of tuition to the student OR provide course completion through a pre-arranged teach out agreement with another institution. If the course is canceled subsequent to a student's enrollment, the school will either provide a full refund of all monies paid or completion of the course at a later time. If the course is canceled subsequent to a student's enrollment, the school will either provide a full refund of all monies paid or completion of the course at a later time. If the course is cancelled after students have enrolled and instruction has begun, the school shall provide a pro rata refund for all students transferring to another school based on the hours accepted by the receiving school OR provide completion of the course OR participate in a Teach-Out Agreement OR provide a full refund of all monies paid.

Students who withdraw or terminate prior to course completion are charged a cancellation or administrative fee of \$150.00. This refund policy applies to tuition and fees charged in the enrollment agreement. Other miscellaneous charges the student may have incurred at the institution (EG: extra kit materials, books, products, unreturned school property, etc.) will be calculated separately at the time of withdrawal. All fees are identified.

**The School is not currently eligible to participate in federal Title IV Financial Aid Programs. We are actively pursuing our accreditation.**

# School Policies and Requirements

The school does not discriminate in its employment, admission, instruction, or graduation policies on the basis of sex, age, race, color, religion, or ethnic origin nor does it recruit students already attending or admitted to another school offering similar programs of study. The school requires that each student enrolling in the Cosmetology, Nail Technology, Esthetics, or Beauty Instruction programs must:

## Admission Requirements

All prospective students must have a high school diploma or GED. Should an enrolling student provide a foreign high school diploma, the institution will work with the student to obtain an English translation of the document along with confirmation that the education received is equivalent to a U.S. high school diploma. This documentation must come from an outside agency.

In the absence of the above documentation, the applicant must take and pass an approved ability-to-benefit test administered per the test publisher's guidelines by an approved Independent Test Administrator. In lieu of passing an ability-to-benefit test, the applicant may enroll in a course at Big Island Beauty Academy, Limited Liability Company.

## Secondary Student's Standard Policies

For those secondary students not enrolled under a training agreement, the applicant must meet the following admission requirements:

- Meet the state requirements for admission (complete 12th grade and be 16 years of age)
- Proof of completion of 12th grade can be shown through high school transcripts.
- Proof of age can be shown through a driver's license, birth certificate, etc.
- Provide permission in writing from the secondary school in which they are enrolled.

# Hours of Operation

Big Island Beauty Academy is open Tuesday through Saturday from 8am to 3:30 pm. This will provide a 35 hours clock week for students.

# School's Annual Calendar

Big Island Beauty Academy has added an additional 5 weeks to each course to allow for the national holidays and allow for a reasonable number of absences and maximum leaves. Big Island Beauty Academy also closes 2 weeks twice a year for 2 weeks for family vacations. We have allowed for that in our course schedule, so there will be no cost to students. The recognized holidays and vacation dates are as follows:

- Dec. 20th – Jan. 3rd- School Closed
- President's Day
- Memorial Day
- June 1st- June 15th School Closed
- July 4th
- Labor Day
- Thanksgiving - Thursday through Saturday
- Iron Man Day (October sometime)

# Student Conduct

Any action by a student, which interferes with normal classroom activity or clinic operation, will result in dismissal. A student who is dismissed for misconduct will be furnished a written statement, which outlines the reason for such action. Any student dismissed for misconduct will be permitted to re-enroll provided that his/her termination was not due to moral or similar reasons. Re-entry after termination requires special permission from the school director.

# Progress Reports

Our courses are monitored by providing Progress Reports periodically to each student.

**Any student may request a copy of Progress reports from office administration at any given time.**

# School Rules

1. Smoking and beverages are allowed only in designated areas.
  2. Students are not permitted to have more than eight hours per day.
  3. Students are permitted to have personal services at instructor's discretion.
  4. If a student is going to be absent, call by 8:00 a.m. so arrangements can be made to handle patrons.
  5. Students are not allowed to borrow another students' equipment.
  6. Students must park out on Luhia Street.
  7. Students must wear designated uniforms and footwear.
  8. No student may interfere with another student while he/she is working on patrons.
  9. Anyone caught stealing will be expelled.
  10. All work completed must be documented with instructor.
  11. All work performed by the student must be checked by an instructor.
  12. All duties are to be completed before leaving for the day. If a student leaves early, he/she must first check with the instructor about doing another job.
  13. No student is allowed in the office unless on official business.
  14. Students are to restrict themselves from talking about sex, religion or politics.
  15. Phone calls are to be limited to break times unless in case of emergency; cell phones must be turned off while in class. On vibrate mode only with the permission of instructor. Students are not permitted to use cell phones during theory or clinic classes.
  16. No outside products may be brought into the school.
  17. If arriving late for classes, a student must first go to the office and check in.
  18. Students are not permitted to use the business phone for personal use, unless in case of an emergency.
  19. No student may do beauty work off the school premises; to do so is against the law.
  20. Students must complete all assigned work/client issued by the instructor, unless in case of an emergency.
  21. A student must complete all projects and attend the required number of Clinic days in order to graduate.
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22. Students are permitted to make-up assignments as long as absences have been excused. Students should make arrangements with their instructor to make-up any missed assignments.
23. Students are expected to notify the instructor in the event a client is unhappy; the student should never try to diffuse the situation themselves.
24. Each student must complete their contact hours and successfully complete the BIBA's Final Written and Practical Exam, this allows eligibility for the Hawaii State Exam.
25. In addition to the above, students are required to adhere to the rules and regulations of the Hawaii Cosmetology Board.
26. Cheating will not be tolerated. First offense you will be counseled by the director. Second offence you will be issued a warning per the school regulations and per the discretion of the director.

FAILURE TO COMPLY WITH THESE RULES AND REGULATIONS MAY LEAD TO SUSPENSION OR EXPULSION FROM BIG ISLAND BEAUTY ACADEMY, LIMITED LIABILITY COMPANY.



# Dress Code Policy

## **Hairdressing:**

Student must wear all black attire. Long pants and long or short sleeved tops. No patterns or designs allowed. Shoes can be any color, but they must be closed toed. If sweaters are worn, they must be solid black or white. Jeans, sandals and clogs are prohibited, except on special occasions with permission. Shirts must cover stomach. Name tags must be worn at all times.

# Graduation Requirements

In order to graduate, students must successfully complete the designed work assignments for Cosmetology and pass the final written and practical examination given by Big Island Beauty Academy. Students must have a grade of 70% or above to pass. Upon completion of the required 1800 Cosmetology hours, the student will receive a diploma and official Transcript from the school.

# Job Placement Policy

While Big Island Beauty Academy, cannot guarantee employment for graduates, assistance in finding suitable employment is provided by posting area job openings on a career opportunities bulletin board for students to review. Students also receive training in professionalism and job search skills including how to write a resume, complete an employment application and prepare for an effective interview. The curriculum places a great deal of emphasis on how to obtain and retain employment after graduation. Graduates are encouraged to maintain contact with the school and follow-up with the school on current employment or employment needs. In addition, the school maintains a network of relationships with professionals and employers who provide mentoring.

# Student Grievance Procedure

In accordance with the Big Island Beauty Academy's mission statement, the school will make every attempt to resolve any student complaint that is not frivolous or without merit. Complaint procedures will be 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 final resolution of all complaints will be retained in school files in order to determine the frequency, nature, and patterns of complaints for the institution. The following procedure outlines the specific steps of the complaint process.

1. The student should register the complaint in writing on the designated form provided by the institution within 60 days of the date that the act which is the subject of the grievance occurred.
2. The complaint form will be given to the school Director.
3. The complaint will be reviewed by management and a response will be sent in writing to the student within 30 days of receiving the complaint. 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 complaint.
4. If the complaint is of such nature that it cannot be resolved by the management, it will be referred to an appropriate agency if applicable.
5. Depending on the extent and nature of the complaint, interviews with appropriate staff and other students may be necessary to reach a final resolution of the complaint.
6. In cases of extreme conflict, it may be necessary to conduct an informal hearing regarding the complaint. If necessary, management will appoint a hearing committee consisting of one member selected by the school who has had no involvement in the dispute and who may also be a corporate officer, another member who may not be related to the student filing the complaint or another student in the school, and another member who may not be employed by the school or related to the school owners. The hearing will occur within 90 days of committee appointment. The hearing will be informal with the student presenting his/her case followed by the school's response. The hearing committee will be allowed to ask questions of all involved parties. Within 15 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. Corporate management shall consider the report and either accept, reject, or modify the recommendations of the committee.
7. Students must exhaust the institution's internal complaint process before submitting the complaint to the school's accrediting agency, if applicable.

# Student Grievance Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Student ID # \_\_\_\_\_ Telephone: \_\_\_\_\_

1. Please provide a one or two sentence description of your complaint.

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2. Please describe the nature of your complaint in full detail indicating what happened, when the event occurred and who was involved. If additional space is needed, use the reverse side.

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3. Indicate when and with whom you have already spoken regarding this grievance and what attempts have been made toward resolution.

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4. Indicate what specific resolution you are seeking or recommending.

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I hereby certify that the statements made pertaining to my complaint are truthful and accurate.

X \_\_\_\_\_ **Date:** \_\_\_\_\_

Big Island Beauty Academy, Acknowledgment of complaint.

X \_\_\_\_\_ **Date:** \_\_\_\_\_