

# Student Complaints Policy and Procedures

The Culinary Institute of America (CIA) has established processes for use by students to make complaints; for the timely, prompt, and equitable review, investigation, resolution, and appeal of such complaints; for communications with students who make complaints; and for related record-keeping. The CIA requires students first to try informal means to resolve their concerns with the appropriate CIA employee. If the outcome is not satisfactory, students should use the appropriate channel available under the Student Complaint Policy for the type of complaint to be addressed. The CIA will communicate the results of its review of a complaint with the student in a timely manner, within 60 days of receipt of the complaint. The CIA complies with related periodic reporting requirements. The CIA Student Complaint Policy does not govern student complaints about grades or student conduct; these are governed by the Student Code of Conduct and academic policies.

Students in the online Master's of Professional Studies program (except those living in California) wishing to pursue a complaint about the online MPS program must first follow the usual CIA Student Complaint Policy. In the event that the complainant is not satisfied with the outcome, a complaint (excluding those about grades or student conduct matters) may be appealed within two years of the incident to the State Authorization Reciprocity Agreement (SARA) portal entity in the CIA's home state of New York at the following:

Supervisor, Higher Education Programs  
New York State Education Department  
89 Washington Avenue  
Albany, NY 12234  
518-474-1551  
IHEauthorize@nysed.gov

Students of the online MPS program residing in California should follow the usual Student Complaint policy as described above.

For information on the Student Complaint Policy, including notices with instructions for filing complaints with higher education authorizing entities in California, New York, and Texas, visit the consumer information page at [www.ciachef.edu/consumer-information](http://www.ciachef.edu/consumer-information). The student may also contact the Title IX Coordinator and Legal Advisor with any questions.