



## Grievance Process

In the event of a misunderstanding or of unfulfilled expectations, we ask that you give us the opportunity to resolve any problems or complaints regarding your experience at RightChoice.

You are always welcome to contact our Executive Director, Terry Graham, R.N. She can be reached via phone at 502-974-0884. You may also opt to contact her in writing at 2301 Hurstbourne Village Dr. #200, Louisville, KY 40299. Please mark all correspondence "Personal & Confidential." Include the nature of your complaint, dates, times, personnel involved and the specific policy you feel was violated. The Director will investigate the grievance and notify the student within 5 days of the outcome of the investigation and any action RightChoice plans to take. The grievance and results will be kept on file at RightChoice for seven years.

If you that believe a school has violated Kentucky statutes or regulations, you may send a written complaint to the Kentucky State Board for Proprietary Education. If you have any questions concerning this process, please contact personnel in Frankfort. Contact information is as follows:

- Official complaint form: <http://www.kcpe.ky.gov/forms/FormtoFileaComplaint.pdf>
- Website: <http://kcpe.ky.gov>
- Telephone: 502-564-4185

### **Filing a Complaint with the Kentucky Commission on Proprietary Education**

To file a complaint with the Kentucky Commission on Proprietary Education each personal filing must submit a completed "Form to File a Complaint" (PE-24) to the Kentucky Commission on Proprietary Education by mail to Capital Plaza Tower, Room 302, 500 Mero Street, Frankfort, KY 40601. This form can be found on the website at [www.kcpe.ky.gov](http://www.kcpe.ky.gov).