



Complaint/Grievance Process

General Grievance Policy

Should a student have a conflict with Lionfish Cyber Security, the first step is to arrange a conference. A student may lodge a complaint either verbally or in writing to the instructor or administrator, outlining the details of the complaint.

Remit the complaint immediately to the **President of Lionfish Cyber Security**. If an oral complaint is not resolved within a reasonable time period, a complaint may be submitted in writing. Within ten days of receiving a written complaint, the school will provide the student with a written response with a summary of the investigation and the deposition. If the complaint is rejected, supporting documentation for the reasoning behind it will be presented. In no way will the student's rights or remedies be waived. Any document signed waiving these rights is void.

- Lionfish Cyber Security recognizes that any dispute that may arise should be resolved as quickly and as amicably as possible. Accordingly, the following procedures shall apply to the resolution of any dispute:

Send an email to Info@Lionfishcybersecurity.com with as much information and documentation of the situation as possible. Please include full name, registered email address, and any other appropriate contact information.

- The Lionfish Cyber Security Grievance advisor will contact the plaintiff to confirm the complaint has been received within five days.
- The Lionfish Cyber Security Grievance advisor will review the grievance, and contact all applicable parties to discuss the problem.
- Within 15 days, the Lionfish Cyber Security Grievance advisor will compile the information and present it via e-mail to the Lionfish Cyber Security Grievance Committee along with recommendations on how to resolve the grievance in a fair manner.
- The Lionfish Cyber Security Grievance advisor will send the student an e-mail response within 12 days with an explanation of the decision.
- In the event that the Lionfish Cyber Security Grievance advisors are not available to make a decision within the above timelines, then Lionfish Cyber Security's CEO shall perform the function of the Lionfish Cyber Security Grievance advisor as applicable.



Lionfish Cyber Security is an institute of higher education in the State of Indiana certified to operate by the Office for Career and Technical Schools (OCTS). For cases when a grievance is not settled at the institution's level it can be sent for further consideration to OCTS by completing a "Student Complaint Form." This form can be found on OCTS's website at <http://www.in.gov/dwd/2731.htm>.

Grade Grievance Procedure

A student who believes that there is evidence to support a claim of an unfair course grade, should discuss the claim with the President of Lionfish Cyber Security. In consultation with the President of Lionfish Cyber Security, the student's next step is to approach the instructor to discuss the grade (if such a discussion already took place, evidence of said discussion, in the form of documentation, will be required).

If the instructor gives reasons for not changing the student's grade before the grievance process is formally initiated, and if the student and the instructor cannot reach an agreement, the student then provides a formal letter, with relevant documentation attached, and proof of conversation with the instructor, to the President of Lionfish Cyber Security.

The President of Lionfish Cyber Security will confer with the executive team to determine if a grade change is reasonable. Students are notified by the President of Lionfish Cyber Security once a determination has been reached.

Grade grievances cannot be appealed.

Student Protection Fund Statement

IC 22-4.1-21-15 and IC 22-4.1-21-18 requires each educational institution accredited by the Office for Career and Technical Schools to submit an institutional surety bond and contribute to the Career Student Assurance Fund which will be used to pay off debt incurred due to the closing of a school, discontinuance of a program, or loss of accreditation by an institution. To file a claim, each student must submit a completed "Student Complaint Form." This form can be found on OCTS's website at <http://www.in.gov/dwd/2731.htm>.

This institution is regulated by the Office for Career and Technical Schools

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