



maestro
university

Grievance, Complaints, and Relevant Student Rights and Responsibilities

Grievance Policy

A grievance may arise out of a decision reached or action taken by a member of the faculty, staff, or the administration of Maestro University. A basic grievance is that the college has violated a published policy. Grievances do 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 the resolution received was unsatisfactory, the student has a right to appeal. (See the Right to Appeal.) If the student is still not satisfied with the appeal results, the student may contact any of the agencies below. These agencies require that a complainant work with the institution first to exhaust all avenues for resolution. Information on filing a grievance is available on the University's website, along with a grievance/complaint form located [here \(Student Grievance Form\)](#).

Complaints Against the University

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)
1101 17th Street NW, Suite 808, Washington, DC 20036
(202) 234-5100 or (202) 332-1386 (fax)
www.deac.org

Better Business Bureau www.bbb.org

NC SARA/Student Consumer Complaints <https://www.nc-sara.org/sara-student-complaints>

Students who have a complaint against Maestro University should first file a complaint with the institution. If Maestro 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 previously unresolved by the institution and may refer a complaint to another agency for investigation.

Related Rights, Responsibilities and Other Relevant Information

Copyright

The University complies with the copyright laws of the United States, which prohibit the making or reproduction of copyrighted material except under certain specified conditions. Acts of copyright infringement include, but are not limited to, misusing copyrighted material in coursework and misusing material for which the institution owns the copyright (e.g., website materials, course materials, publications, etc.).

Disabilities

Maestro University is committed to complying with all applicable provisions of the Americans with Disabilities Act of 1990 (ADA). It is the University's policy not to discriminate against any qualified

applicant because of such individual's disability or perceived disability. In keeping with ADA, the regulations in 29 CFR Part 1630 (1992), and the Rehabilitation Act of 1973 (Section 504), MU will provide reasonable academic accommodations for students who provide formal documentation outlining their disabilities and their reasonable and appropriate requests. It is the student's responsibility to seek available assistance and to make their needs known to their Enrollment Specialist or Academic Advisor at the time of enrollment or as the need arises. The Enrollment Specialist or Academic Advisor will then inform the Academic Director. Documentation to support the disability must be provided to the Academic Director at the time of the request. Information regarding a student's disability is voluntary and confidential. The University's LMS has accessibility features built into the software and can accommodate most disability hardware and software.

Intellectual Property

Maestro University is committed to excellence and innovation in teaching and scholarship. The University encourages academic scholarship resulting in papers, publications, and presentations and respects student's ownership of materials developed within the scope of their coursework.

Leave of Absence (LOA)

A student who has an extraordinary circumstance and needs a break may request a Leave of Absence (LOA) at the end of a term. A Leave of Absence is an enrollment break of at least 30 days. If granted, the Leave of Absence may be for a period up to 60 days. A student who takes an LOA becomes Inactive and will not be billed during the leave, but otherwise retains the rights and responsibilities detailed in the current enrollment agreement. The student must return from the leave and start a term within the arranged time to return to Active status. Failure to do so could result in the student being administratively withdrawn from the University. Once withdrawn, a student must re-enroll and will be subject to the terms and conditions of the new enrollment agreement, including new tuition rates and all applicable fees. Students should also review fees for extensions, applicable if additional time is required to complete coursework interrupted by the LOA.

Military Deployment Leave of Absence

Maestro University understands the special needs of military service members. When military deployment prohibits satisfactory progress, students may request a Military Deployment Leave of Absence by submitting the request with a copy of the official orders. In the event the Leave of Absence must be extended beyond the original reactivation date, a new Request for Military Deployment Leave of Absence must be submitted. Contact an academic advisor to access this form. To return to Active status, the student must submit a Request for Reactivation form. No reactivation fee will be required after a properly requested Military Deployment Leave of Absence.

Nondiscrimination

Maestro University does not discriminate against individuals and provides equal employment opportunities to all employees and applicants without regard to race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner or civil union status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer-related, or HIV/AIDS-related), genetic information, or sexual orientation, in accordance with applicable federal, state, and local laws. In addition, Maestro University complies with applicable state and local laws governing nondiscrimination in employment in every location in which the institution has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

Sexual Harassment and Gender Discrimination

It is the policy of Maestro University to maintain an environment that encourages mutual respect and promotes respectful congenial relationships among students, faculty, and staff. The University extends protections from harassment to include supervisors, coworkers, vendors, contractors, and students. Harassment, even when not explicitly unlawful or directed at a protected category, will not be tolerated.

The University's administration is committed to vigorously addressing complaints of harassment and sexual harassment at all levels within the institution. Reported or suspected occurrences of harassment will be promptly and thoroughly investigated. Following an investigation, the institution will take necessary and appropriate disciplinary action. Maestro University will not permit or condone acts of retaliation against anyone who files harassment complaints or cooperates in the investigation of same.

Definitions

The term "harassment" includes harassment based on any category protected by federal, state, or local law, which may include, depending on the jurisdiction, but is not limited to, unwelcome slurs, jokes, or verbal, graphic, or physical conduct relating to an individual's race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner or civil union status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer-related or HIV/AIDS-related), genetic information, or sexual orientation.

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when

1. Submission to such conduct is an explicit or implicit term or condition of employment or of a student's success
2. Employment decisions or student outcomes are based on an employee's or student's submission to or rejection of such conduct
3. Such conduct unreasonably interferes with an individual's work or school performance or create an intimidating, hostile, or offensive working or learning environment.

Reported or suspected occurrence of harassment will be promptly and thoroughly investigated. Following an investigation, the University will take necessary and appropriate disciplinary action. The University will not permit or condone any acts of retaliation against anyone who files harassment complaints or cooperates in the investigation of same. Please contact the Academic Director or the Title IX Coordinator if you have any questions.

As California requires a separate policy and separate 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 et-e 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 because 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 more than 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 cancelation 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."