

Student Grievance Policy

Students with grievances should take the grievance directly to the person with whom he or she has a complaint.

If the issue is not resolved at this level, students should adhere to the following procedures:

1. Fill out a Student Grievance Form (Available at the ZMC front office), sign the form and submit it directly to the Program Director.
2. The Program Director will read the complaint and contact the student submitting the grievance to discuss a plan of action/resolution within 14 days.
3. If the student feels that the grievance is not adequately resolved or, if the grievance involves the Program Director, the student should email his or her grievance to Program Advisory Committee Member, Leisa Wright at leisa@xmission.com . She will review the complaint and follow up with a plan of action, up to and including a formal review and decision by the Program Advisory Committee within 7-14 days.

Students with complaints that relate to the school's quality of education or business practices can file a complaint with any of the following agencies:

Utah Department of Commerce Division of Consumer Protections

160 East 300 South
Box 146704
Salt Lake City, UT 84111
801-530-6601 phone
801-530-6601 fax
<https://consumerprotection.utah.gov>

Utah Department of Professional Licensing

P.O. Box 14741
Salt Lake City, UT 84114
801-530-6628 phone
<https://dopl.gov>

National Certification Board for Therapeutic Massage and Bodywork

1333 Burr Ridge Parkway Suite 200
Burr Ridge, IL 60527
630-627-8000
<https://ncbtmb.org>

Commission on Massage Therapy Education

5335 Wisconsin Avenue NW, Suite 440
Washington, D.C. 20015
202-888-6790
<https://comta.org>