



School of Welding Student Complaint Process

Abtrex Industries, Inc. School of Welding is committed to providing a safe, caring and inclusive learning and working environment by promoting respect, responsible citizenship and academic/work excellence. A positive school climate exists when all members of the school feel safe, comfortable and accepted.

As such, we have established a procedure to follow when problems, disagreement or conflict occur.

STEP 1

Individually approach the other party involved in the issue, one on one. Explain your position on the issue and listen to their position. Work to resolve the issue between the two of you, if possible.

STEP 2

If unable to resolve the issue, then take one or two others with you and approach the other party again. The others may be another student or your course instructor. Again, explain your position on the issue and listen to their position. The others with you may be able to give a different perspective on the issue that one or both involved parties do not see. Work to resolve the issue between the two of you, if possible.

STEP 3

If still unable to resolve the issue, then approach your course instructor who will seek to mediate the issue between the parties. Your course instructor may involve others from the management team in the process of mediation.

NOTE: If your issue is with your course instructor, then starting in step 2, you may seek the assistance of one of the management team members.

STEP 4

As a final option, you may file a formal complaint on-line at:

<http://www.in.gov/dwd/2731.htm>

Office for Career and Technical Schools
Indiana Department of Workforce Development