



GUIDE TO THE OFFICE OF DIVERSITY & CIVIL RIGHTS

MISSION STATEMENT

At Centura College/AIM/Tidewater Tech we help adult students gain the skills and attitudes necessary for a meaningful entry-level career position. We strive to be responsive to the needs of not only our students, but also businesses, industries, and government. We are committed to high academic standards in all of our curricular offerings. We are dedicated to providing the services that support our students' efforts to succeed.

GOAL

The Office of Diversity and Civil Rights strives to meet the educational needs of students without regard to race, color, national origin, gender, sex, age, or disability.

OUR PHILOSOPHY

By providing a specific venue for proactively resolving situations that involve discrimination, the Office of Diversity and Civil Rights enables students to focus on their academic success in a positive and safe environment

NOTICE OF NON-DISCRIMINATION

The Institution does not discriminate on the basis of race, color, national origin, gender, sex, age, or disability in any of its programs or activities. The Institution provides policies and procedures that are compliant with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act of 1990. Any individual who believes that she or he has been discriminated against has the right to seek relief and to be free from retaliation by members of the learning community.

The following office has been designated by the Institution to handle all inquiries regarding its non-discrimination policies: Corporate Director of Student Affairs, 4455 South Blvd., Suite 250, Virginia Beach, VA 23452, toll free (877) 604-2121 OR a person may contact the Federal Department of Education, Office for Civil Rights at <http://wdcrobcolp01.ed.gov/CFAPPS/OCR/contactus.cfm>.

For any other questions, concerns, or civil rights needs, contact your campus Student Services Coordinator located in the campus Office of Student Services or Contact the Corporate Director of Student Affairs to receive information regarding current policies and practices:

4455 South Blvd, Suite 250 **E-mail: ssmgrcorp@centura.edu**
Virginia Beach, VA 23452 **Toll Free: (877) 604-2121**
Hours: Mon - Fri, 8am - 5pm **Fax: (757) 497-6503**



Aviation Institute of Maintenance and Tidewater Tech are certified to operate by SCHEV. Centura College and Aviation Institute of Maintenance are accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). Tidewater Tech is accredited by the Commission of the Council on Occupational Education (COE).

**For Consumer Information and Notice
of Non-Discrimination, visit us online:**
www.AviationMaintenance.edu
www.CenturaCollege.edu
www.TidewaterTechTrades.edu



Centura
COLLEGE
ALLIED HEALTH & TRADES



DESCRIPTION

The Office of Diversity and Civil Rights (DCR) at the Institution works to ensure that the civil rights of students are respected as they pursue their educational objectives. Specifically, DCR staff members work with each campus and the Campus Executive Director to minimize occurrences of discrimination, harassment, and retaliation related to race, color, national origin, gender, sex, or age and work collectively with the Office of Disability Services (ODS) with respect to students with disclosed disabilities. In addition to minimizing the occurrence of such incidents, the Institution follows a comprehensive and respectful process for responding to complaints of discrimination, harassment, and retaliation.

Title VI (6) of the Civil Rights Act of 1964 (34 CFR 100) offers protection from discrimination based on your race, your color, and your national origin.

Title IX (9) of the Education Amendments of 1972 (34 CFR Part 106) offers protection from discrimination and retaliation based on your gender/sex.

The Age Discrimination Act of 1975 (34 CFR Part 110) offers protection from discrimination based on your age.

Section 504 of the Rehabilitation Act of 1973 (34 CFR Part 104) and Title II (2) of the Americans with Disabilities Act of 1990 (28 CFR Part 35) afford protection from discrimination based on your disability.

The Institution seeks to offer you a defined process should there be reason to believe that discrimination, in any form, has occurred at its campuses. The Institution encourages you to resolve your concern informally at the campus level with the student or faculty member involved prior to filing a formal complaint of discrimination with the Campus Executive Director. The Institution has an established process which includes the ability to file a complaint without fear of retaliation. *The Civil Rights Non-Discrimination Grievance and Investigation Process* also stipulates that you have the right and ability to file an appeal. Appeals address matters of process and therefore you should not expect to have to detail your concerns repeatedly. The non-campus-based Appeal Committee's finding is the final decision by the Institution on a civil rights complaint.

The Student Services Coordinator (SSC) is one of the identified points of contact at each campus for students who wish to file a complaint specific to discrimination. The SSC will offer support as well as provide assistance and guidance in the reporting process. All individuals of the learning community work to maintain an educational climate that is free from retaliation.

NOTE: If you have a specific complaint related to accommodations for a disability, you should refer to and follow the Institution's Office of Disability Services grievance process for filing a complaint directly with the Campus Executive Director.



GRIEVANCE PROCESS

FILING A COMPLAINT OF DISCRIMINATION

The Institution provides an unbiased process for filing a complaint alleging discrimination. If you believe you have been discriminated against, you should:

- Immediately contact the Student Services Coordinator, Director of Compliance and Administration, Director of Education or Campus Executive Director to report the incident of discrimination and to obtain the Institution's **Student Complaint form**.
- Complete and submit the form to the Campus Executive Director.
- Prepare to meet, confidentially, with the Campus Executive Director, or in cases that involve a complaint specific to the Campus Executive Director, meet confidentially with the Corporate Office of Education or their designee, so that your complaint may be clarified and acted upon.
- Review all appropriate policies and procedures.
- Provide all information necessary and relevant to review your complaint fully, equitably, and without bias.
- Prepare to participate in a Formal Investigation, providing a statement and any information necessary.

You will be notified verbally and in writing of the outcome of your complaint upon completion of an investigation. This will take no longer than sixty (60) business days of receipt of your complaint. Should you disagree with the outcome of the complaint, you have a right to request an appeal and can do so in writing using the Institution's **Student Request for Appeal form**.

REQUESTING AN APPEAL

Students who disagree with the decision of the Institution specific to their complaint may appeal. The Appeal process is one that reviews the Institution's adherence to current policy and process. This means that the appeal is based upon "procedural" error, and is not for the purpose of hearing further testimony or reviewing new evidence (extenuating circumstances not withstanding). Therefore, you must describe in writing specifically how or why your complaint was not consistent with policy. To do so, you should:

- Prepare to speak with the Campus Executive Director to review the policy and to better understand the grounds that are acceptable for an appeal. This is offered to all students who wish to appeal, but is not mandatory. It is often best done **before** the appeal is filed in writing, but **after** the Institution has been verbally notified of your intent to appeal.
- Obtain and submit the Institution's **Student Request for Appeal form**. You have five (5) business days from the Institution's verbal notification and date of the Investigative Finding letter to do so.

An off-campus Appeal Committee will be formed to review your appeal. You will be notified verbally and in writing of the outcome of your appeal and the Institution's decision. **The decision of the Appeal Committee is the final decision of the Institution.**