



**THE COUNCIL ON APPROVED
STUDENT EDUCATION (CASE)
COMPLAINT PROCEDURES
AND FORM**

**National Court Reporters Association
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THE COUNCIL ON APPROVED STUDENT EDUCATION (CASE) COMPLAINT PROCEDURES AND FORM

Each institution with an approved program shall publish a procedure for handling and resolving student complaints, including provisions for a final written decision.

Complaints must be handled in the following manner:

1. The student must file the complaint in compliance with the institution's published grievance procedure.
2. If the final written decision of the institution is deemed unsatisfactory by the student, then the student must file an NCRA Complaint Form. The NCRA Complaint Form must be accompanied by the final written decision of the institution.
3. The NCRA Complaint Form will be submitted to CASE for consideration. If it appears that the *General Requirements and Minimum Standards* have been violated, CASE will discuss the seriousness of the alleged violation and determine whether any further action is necessary or indicated. Repeated complaints may result in a CASE visitation at the institution's expense.

COMPLAINT PROCEDURES

The following procedures shall be followed in instituting and resolving complaints that an NCRA-approved court reporting program has violated the *General Requirements and Minimum Standards*.

"Executive Director" refers to the NCRA Executive Director or his or her designated representative.

A. Filing and investigation of complaints

1. Any student having been enrolled in an NCRA-approved court reporting program may file a complaint on an NCRA complaint form or in a format meeting the requirements set forth in paragraph A.2. The Executive Director shall promptly acknowledge receipt of all complaints. The Executive Director shall send a copy of these complaint procedures to the person making the complaint. The final written decision of the institution must accompany the complaint form. If the complaint does not contain all the required information, the Executive Director shall advise the person making the complaint that further information must be provided before any further action can be taken and shall specify what further information is required. Any complaint not meeting the requirements of paragraph A.2 will not be considered.
2. All complaints must be in writing, signed by the person making the complaint, and addressed to the Executive Director of the Association. All complaints must contain the name and address of the Program complained against, a description of the conduct complained of, and references to the specific provisions of the *General Requirements and Minimum Standards* involved in the complaint. All complaints must be signed by the complainant, and the complainant must affirm that the facts stated in the complaint are true and accurate to the best of the complainant's knowledge and belief. The complaint must also contain the complainant's consent for the Association's disclosure of the complaint to the Program complained against, the members of the Council on Approved Student Education (CASE), and Association directors, officers, and appropriate staff.
3. Despite the satisfaction of all the requirements of paragraph A.2, the Executive Director, the CASE Chair, and an NCRA staff liaison to CASE may determine, in their sole discretion, not to send the complaint to the full Council if the complaint (a) fails to state grounds upon which CASE may recommend action or (b) is beyond the scope or authority of CASE. If the complaint is not sent to the full Council for the reasons set forth in this paragraph, the Executive Director shall inform the complainant in writing of such fact and the reasons why

the full Council will not consider the complaint. The full Council shall review all decisions not to send the complaint to the Council at its regularly scheduled meetings and, on its own motion, may decide to consider a complaint previously dismissed.

4. Once a complaint is accepted for processing, NCRA will send all written communications to the person making the complaint and the Program complained against by certified mail. The Executive Director shall forward a copy of the complaint to the Program complained against, along with a copy of these complaint procedures, and a copy of the *General Requirements and Minimum Standards*, and request that the Program respond to the complaint in writing within thirty (30) days. A copy of any response received shall be forwarded to the complaining party.

B. Council on Approved Student Education actions

1. If the complaint is considered to be valid, CASE will follow through in accordance with the provisions outlined in the *General Requirements and Minimum Standards*.

COMPLAINT FORM

The final written decision of the institution must accompany this form.

YOUR NAME _____

APPROVED COURT REPORTING PROGRAM _____

Are you a member of NCRA? Yes No

ADDRESS _____

ADDRESS _____

EMAIL _____

EMAIL _____

DAYTIME TELEPHONE NUMBER _____

DAYTIME TELEPHONE NUMBER _____

I believe that the NCRA-approved court reporting program named above has violated Standard Number(s) _____ of the *General Requirements and Minimum Standards*.
(Give details in a separate statement.)

I have attached a statement setting forth the facts that occurred and explaining why I believe the NCRA-approved court reporting program named above has violated the *General Requirements and Minimum Standards*. I understand that the NCRA Council on Approved Student Education will not consider any monetary dispute(s) I may have with this NCRA-approved court reporting program.

I have received a copy of the complaint procedures, and I agree to abide by them. I understand that I may contact NCRA staff if I have any questions regarding these procedures.

I understand the Association must disclose the contents of this complaint to the approved court reporting program complained against, the members of the Council on Approved Student Education, and association directors, officers and appropriate staff. I consent to such disclosure.

I declare under the penalties of perjury that the facts stated on this form and my attached statement are true and correct to the best of my knowledge and belief.

SIGNATURE _____

DATE _____

SUBMIT TO NCRA

Please save the completed form and send via email: schools@ncra.org

QUESTIONS?

Please email schools@ncra.org or call the Education Department at 800-272-6272.