

# **New Mexico Higher Education Department**

## **Private Post-Secondary Schools Procedure for Resolution of Student Complaints**

In the event that a student has a complaint they need to comply with the following requirements:

1. That students or other parties with complaints or grievances against an institution first seek to resolve their complaint or grievance directly with the institution.
2. The institution will investigate the complaint and respond to the complainant with 30 days.
3. If needed, Feldenkrais in Santa Fe LLC assures the involvement of a person who will serve as an impartial representative of the institution but not be directly involved in the area of the complaint.
4. Feldenkrais in Santa Fe LLC assures that no adverse action will be taken against the complainant for registering the complaint.
5. A student can file a complaint or grievance through the accrediting body, the Feldenkrais Guild of North America, through process described at:  
<https://www.feldenkraisguild.com/ethics>.
6. As a final action Feldenkrais in Santa Fe LLC identifies the New Mexico Higher Education Department as the agency to be contacted in cases where a complaint cannot be resolved.
7. This Student Complaint Procedure is attached and part of the Student Enrollment Agreement which each student receives upon acceptance into the training program available to students. In addition there is always present in the training a box where students can anonymously or not, submit any questions or complaints about the training or it's staff.