

Student Complaints and Due Process Procedures

Members of the Daybreak University community may bring complaints or concerns about harassing or discriminatory behavior to the Academic Dean. The University may seek informal resolution when it receives allegations of unlawful discrimination or harassment. If an informal resolution does not result, a formal process may be initiated by submitting a complaint or grievance to the Dean. Initially, concerns may be communicated orally; however, they should be submitted in writing before any formal review takes place. The written complaint should specify the University policy violated and all relevant factual details.

1. The Academic Dean shall read the complaint, and if it warrants further investigation, then a copy of the complaint should be forwarded to the person against whom the complaint is made ("respondent"). If the allegations would not constitute a violation of a policy, then the dean should inform the grievant in writing that the allegations are not subject to further investigation.
2. The respondent shall be given 14 calendar days from receipt of the complaint to return a written response to the dean, who then shall initiate a reasonable investigation into the matter. The investigation may include meeting with the parties, talking with witnesses, and reviewing any supporting documents. A grievant may elect to withdraw a formal complaint at any time; however, the university reserves the right to investigate all complaints in order to protect the interests of the University and its community.
3. Within a reasonable time, the Academic Dean shall make a decision based on the formal complaint, response, and any other relevant information. This decision shall be in writing and shall consist of factual findings, conclusions, and a remedy if one is appropriate. All parties shall receive a copy of the decision.
4. Any party may submit a written request for appeal of the decision to the President of the University within 14 calendar days from receipt of the decision. The request for appeal must specifically set forth all grounds for appeal. The non-appealing party must be given the opportunity to respond in writing to the request for appeal. Within a reasonable time, the president shall make a decision based on the complaint, response, decision, request for appeal, any response to the appeal, and any meeting the president held in regard to the appeal. The decision of the president shall be final. All parties shall receive a copy of the president's decision.
5. All written decisions made and materials produced in a grievance conducted under this procedure shall be retained by the Academic Dean for at least two years from the date that the final decision was issued.
6. If the student is not satisfied with the President's final decision, the student may then appeal to BPPE by contacting them at the address:

Bureau for Private Postsecondary Education (BPPE)

1747 North Market, Suite 225 Sacramento, CA 95834

Phone: (916) 574-8900/ Fax: (916) 263-1897

<https://www.bppe.ca.gov/enforcement/complaint.shtml>

Please note that BPPE regulations require that the University's internal grievance policies must be followed completely before a student complaint will be considered.

Transnational Association of Christian Colleges and Schools (TRACS)

15935 Forest Rd., Forest, VA 24551

A student may also contact TRACS Accrediting Agency by completing the TRACS Complaint Form found on https://tracs.org/documents/3.TRACSComplaintForm-AgainstInstitution_000.pdf and submitting it to the President of the TRACS.

For students who are from Maryland state, the institution is subject to investigation of complaints by the Office of the Attorney General or the Maryland Higher Education Commission.

Complaints should be directed to:

MARYLAND

217 East Redwood Street, Suite 2100

Baltimore, MD

Phone: (410) 767-3300

Email: collegiatecomplaint.mhec@maryland.gov

Website: https://mhec.maryland.gov/institutions_training/Pages/career/pes/complaint.aspx

Student Complaint Process

A. A student must first exhaust the complaint/grievance procedures established by the institution.

1. Should the opinion of the student be that the complaint has not been resolved appropriately by the institution, the student may submit the complaint to the Maryland Higher Education Commission (MHEC).

B. Specific types of complaints are handled by different agencies or organizations. A student must submit a complaint to the appropriate agency or organization as described below:

1. A complaint pertaining to occupational licensure requirements is to be submitted to the appropriate licensing board or entity. Licensing board contact information is found in the institution's catalog.
2. A complaint concerning compliance with the standards of accreditation is to be submitted to the institution's accrediting body. Accrediting body contact information is found in the institution's catalog.
3. A complaint pertaining to potential violations of consumer protection is to be submitted to:
Consumer Protection Division
Office of the Attorney General
200 Saint Paul Place
Baltimore, Maryland 21202
Telephone: 410-528-8662
More information is available at:

<https://www.marylandattorneygeneral.gov/Pages/CPD/Complaint.aspx>

4. A complaint concerning discrimination is to be submitted to:

Office for Civil Rights, Philadelphia Office

U.S. Department of Education

100 Penn Square East, Suite 515

Philadelphia, PA 19107-3323

Telephone: 215-656-8541

More information is available at:

<http://www2.ed.gov/about/offices/list/ocr/docs/howto.html>

C. Complaints involving alleged violations of the Education Article or the Code of Maryland Regulations (COMAR) Title 13B Maryland Higher Education Commission, or a Private Career School's own written institutional policies, may be submitted to MHEC in the following manner: [Student Complaint Portal](#)

1. A student may submit a complaint to MHEC when it involves an alleged violation of the Education Article, COMAR, or school policy, but only after the student has first exhausted the complaint/grievance procedures established by the institution. You can complete the [Student Complaint Form](#) (for private career schools only) and email it as **one scanned attachment** to: pcs-complaint.mhec@maryland.gov.
2. Within 5 business days of receipt of a complaint, MHEC will acknowledge its receipt and begin investigating for evidence of violation of the Education Article, COMAR, or school policy.
3. A copy of the student complaint and documents will be provided to the institution's Director. MHEC will require the Director to look into the matter and report back to MHEC within 10 business days of receipt of MHEC notification.
4. Any requests by MHEC to the school or the student complainant for information or documents necessary for MHEC to achieve a determination of the complaint must be answered by the school or the student complainant within 10 business days following receipt of MHEC's request.
5. MHEC staff may interview the institution's employees, students, or the student complainant as part of its investigation.
6. MHEC may take regulatory action based on its review and in accordance with the Education Article and COMAR Title 13B, and the manner for which the institution is approved to operate.
7. MHEC will inform the student complainant and the school Director in writing of its determination(s).

D. A complaint pertaining to matters other than those addressed in the Education Article or COMAR Title 13B, or pertaining to the institution's approved policies, will not be entertained by MHEC, nor will it be referred to another agency or organization.

Education Article, § 11-202.2©5, Annotated Code of Maryland

List of 7 Registered Programs are registered with the Maryland Higher Education Commission. The complaint process for students who are enrolled in these programs and reside in Maryland is as follows: (1) Difficulties with program structures, schedules, or other issues should first be discussed informally with the student's advisor or program director. (2) If unresolved, they should then be communicated in writing to the student's program director with copies to the department chair and the associate dean for academic affairs. (3) Written responses documenting the complaint and its resolution will be shared with the student within 30 days, and records will be maintained by the associate dean for academic affairs who will also create an annual summary

of these formal complaints and the responses to them. Bank Street is subject to investigation of complaints by the Office of the Attorney General or the Maryland Higher Education Commission. Maryland Attorney General, Consumer Protection Division, 200 St. Paul St., Baltimore, MD 21202, 410-528-8662 or 888-743-0823.

List of registered programs

Daybreak University	
List of 7 Registered Programs until June 30, 2022	Award
Counseling with a Specialization in Marriage and Family Therapy	M.A.
Counseling with a Specialization in Marriage and Family Therapy (MFT Licensure-Track)	M.A.
Counseling with a Specialization in Imago Relationship Therapy (IRT)	M.A.
Counseling with a Specialization in Human Sexuality and Sex Therapy (HST)	M.A.
Counseling with a Specialization in Marriage and Family Therapy (MFT)	Ph.D.
Counseling with a Specialization in Imago Relationship Therapy (IRT)	Ph.D.
Counseling with a Specialization in Human Sexuality and Sex Therapy (HST)	Ph.D.

Daybreak University is in compliance with the requirements of the Education Article, Title 11, Subtitle 2, Annotated Code of Maryland and COMAR 13B.05.01. The Institution is now registered with the Commission to enroll Maryland students in the fully online distance education programs listed. The Commission's registration of the Institution's fully online programs is not an authorization of the institution to operate in Maryland or an approval or endorsement of the Institution's programs.

As a condition of registration, the Institution must:

- Maintain accreditation by and in good standing with an accrediting body recognized and approved by the United States Department of Education (USDOE) pursuant to COMAR 13B.05.01.06;
- Promptly notify the Commission of any changes in institutional operations, and comply with field placement reporting requirements, as outlined in COMAR 13.05.01.11; Comply with the principles of good practice for distance education in COMAR 13B.02.03;
- Make refunds to Maryland students as required by COMAR 13B.05.01.10; and