

# PSC STUDENT GRIEVANCE and NON DISCRIMINATION POLICY

## Introduction

Pilates Sports Center (“PSC”) is committed to a policy against legally impermissible, arbitrary, or unreasonable discriminatory practices. All PSC personnel including the Directors, Master Trainers, staff, and students are governed by this policy of nondiscrimination.

Pilates Sports Center Teacher Training Program (the “Program”), in accordance with applicable federal and state law and Pilates Sports Center policy, prohibits discrimination, including harassment, on the basis of race, national origin, color, creed, religion, sex, age, disability, gender identity, gender expression, or sexual orientation, medical condition (cancer-related), ancestry, marital status, citizenship, or status as a veteran or special disabled veteran.

## I. Purpose and Scope

A. The purpose of this procedure is to provide PSC students an opportunity to resolve complaints alleging discrimination based upon any of the above listed grounds. This procedure is also available for the resolution of complaints alleging inappropriate application to a student of any other rules or policies of the PSC Program. It is the intent of this procedure that student complaints should be resolved, if at all possible, in the PSC Program Host Pilates Studio (“Studio”) where they arise.

## II. Definitions

A. Director or Master Trainer: The person or persons designated to receive, investigate, mediate, and resolve complaints brought under this procedure.

B. Student: An individual who (a) is enrolled in or registered in the Program; (b) has completed the immediately preceding term and is eligible for reenrollment, including the recess periods between academic terms; or (c) is on approved Leave of Absence status.

C. Respondent: The person designated to answer or respond to the complaint. Generally the respondent would be the head of the Studio in which the violation allegedly occurred.

D. Notification: Notification takes place two days after the date of posting of any document in the United States mail, properly addressed. Written communications to a complainant are properly addressed when sent to the address given in the complaint or the last address given since the filing of the complaint.

E. Time: All time periods referred to in this procedure refer to calendar days.

## III. Studio Level Resolution Procedures

A. Informal Process.

Before filing a grievance under this Policy, a student should attempt to resolve the matter informally with the person alleged to have committed the violation, or with the head of the Studio in which the alleged violation occurred, or both of them. Attempts to resolve the matter informally should be completed within two (2) days from the time at which the student knew or could reasonably be expected to have known of the action being grieved.

## IV. Formal Resolution Procedures

A. Filing

If the student is not satisfied with the outcome of the studio level resolution, the student may file a formal student grievance with PSC Directors within five (5) days of notice of the outcome of the studio level process.

Student grievances must be in writing and signed by the student. Grievances must contain the student's address and phone number to the extent available, a detailed statement of the specific action being grieved, the approximate date when the action took place, the resulting injury or harm, the specific policy, or rule alleged to have been violated (if known), a description of the evidence supporting the grievance, whether informal procedures were available and completed, and the remedy or relief requested. It is the responsibility of the complainant to update the PSC Director or Master Trainer as to the appropriate address to use throughout the grievance process.

## B. Initial Review

Upon receipt of a formal student grievance, the Directors of PSC, shall promptly review the grievance and make an initial determination regarding whether the grievance is complete, timely, within the jurisdiction of the Student Grievance Procedure, and alleges facts, which if true, would constitute a violation of PSC policy. The Directors shall complete initial review of the grievance and notify the complainant of the determination in writing within five (5) days of the receipt of the complaint. If the Directors determine that the grievance is incomplete, the student will have two (2) days from the date of the written notice to make the grievance complete. If the student fails to make the grievance complete, the grievance will be dismissed. If the Directors determine that the grievance is untimely, outside the jurisdiction, or factually insufficient, the grievance will be dismissed. The Directors may investigate some issues and dismiss others pursuant to this review process.

If a complaint is dismissed, the Directors will provide the student with a written explanation of the basis for the dismissal.

## C. Investigation Process

The Investigation Process shall remain confidential. The PSC Director will commence the investigation by contacting the Master Trainer of the Program and any other parties. The Director may seek to mediate a resolution or negotiate an administrative settlement of the grievance at any time during the course of the investigation. If the Director believes Mediation to be the best resolution, the Student agrees to participate, if the alleged accused party is a Student or PSC Staff. If a resolution satisfactory to both the grievant and the respondent is reached, the Director will notify both parties of the voluntary resolution in writing and the grievance will be dismissed.

## V. Disciplinary Procedures

All matters of discipline against a PSC Master Trainer shall be confidential, and the Student shall only be notified that discipline has been imposed. Discipline is a matter of Employee/Employer relations. The purpose of this Grievance Policy is to remedy the harm done to the grievant and not to impose punitive sanctions on PSC Master Trainers or other students. However, in some cases, the proposed corrective action may include a recommendation for disciplinary action to be taken against a PSC Master Trainer or student. Any disciplinary actions arising from the subject matter of such complaints shall be in accordance with established policies of PSC including, but not limited to:

1. The Student Contract - This contains PSC guidelines on student conduct and student disciplinary procedures
2. Master Trainer Agreement - This contains PSC policy on Pilates Sports Center Code of Conduct

### **Mailing Address:**

Pilates Sports Center  
Attn: Directors  
16430 Ventura Blvd Suite 100, Encino, CA 91436

### **Email:**

[Admin@PilatesSportsCenter.com](mailto:Admin@PilatesSportsCenter.com)

### **Phone:**

818-788-8112 OR 800-604-PSCI (7724)

### **Email the Directors:**

You can also [fill out this form](#) to describe your case. Once you submit the form, a Director will contact you. All information you provide will remain confidential.