



COMPLAINT & GRIEVANCES APPEAL POLICY & PROCEDURE

Our school is committed to the success and well-being of each student, staff, and faculty member. In case dissatisfaction arises, interested parties are expected to refer their complaints to a school administrator in writing to be resolved (using a Complaint Form). A school representative will meet with the complainant within three (3) days after receiving the written complaint. Most complaints can be resolved in an informal manner. However, if a complaint has not been handled satisfactorily, the case will be referred to as a complaint committee formed by the School Director, a staff member and an independent third party. The committee will meet ten (10) days after receiving the written complaint. Any meetings and discussions will be documented, and a copy provided to the complainant at the time of the meeting. If further information is not required, the complaint committee will act on the allegations. A letter will be sent to the complainant within fifteen (15) days, stating the steps taken to correct the problem, or information to show that the allegations were not warranted or based on facts. If a student feels that the school has not adequately addressed a complaint or concern, the student may consider contacting the Commission for Independent Education. All complaints to be considered by the Commission must be in written form. The Commission for Independent Education can be reached at:

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Commission for Independent Education

325 West Gaines Street, Suite #1414

Tallahassee, Florida 32399-0400

Tel. 1-888-224-6684

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainants will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges (ACCSC)
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212

www.accsc.org | complaints@accsc.org

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting complaints@accsc.org or at:

<https://www.accsc.org/Student-Corner/Complaints.aspx>