

STUDENT COMPLAINT/APPEAL PROCESS

Students who have a complaint or who would like to appeal a dismissal must request in writing an appointment for an interview with The Program Director. The written request should include the following information:

1. Students' full name, last four digits of their social security number, and current address.
2. A statement of concern including dates, times, instructors, and if applicable, other students involved.
3. Date of complaint letter and signature of the student.
4. Three dates in which the student would be available for a meeting with the Program Director and/or appeal panel. These dates should be within 10 business days of the complaint.

The Program Director will notify the student in writing of the appointment date in which the concerns or appeal will be addressed. Every effort will be made to bring an amicable closure to the concern. Should it be necessary, a panel of instructors will hear the concerns and will be asked to assist in bringing a resolution within five business days; the student will be notified in writing of the outcome of the meeting. The decision of the Program Director and/or appeal panel is final. Should the contract be cancelled by either the student or the school, the date on the complaint letter will be used as the date to calculate any refund in accordance with the school's refund policy.