

**COMPLAINTS:
INTERNAL SCHOOL COMPLAINT PROCEDURE GUIDELINES**

1. The complaint procedure should be clearly identified as such, under a separate heading in the school's catalog or other published materials provided to students, and/or posted or displayed in the school.
2. A copy of the school's complaint procedure should be provided to each student no later than the first day of class orientation.
3. A student, teacher, or interested party may file a complaint against the school; however, the complaint should be in writing to the school owner/director and should outline the allegation or nature of the complaint.
4. A school representative should meet with the complainant (within 10 days of receipt of the written complaint). If after careful evaluation, the problem cannot be resolved through discussion, the complaint should be referred to the school's complaint committee. The school should document the meeting between the school representative and complainant in writing. The complainant should be provided a copy of this written record at the time of the meeting.
5. The institution should set up a complaint committee within the institution to review all allegations received. The committee should be comprised of at least three individuals that may be from the following categories: school owner, director, instructor, financial aid administrator, member of the public interest, or student.
6. The institution's complaint committee should meet within twenty-one (21) calendar days of receipt of the complaint and review the allegations.
7. If more information from the complainant is needed, a letter should be written outlining the additional information.
8. If no further information is needed the complaint committee should act on the allegations and a letter be sent to the complainant within fifteen (15) calendar days stating the steps taken to correct the problem, or information to show that the allegations were not warranted or based on fact.
9. The institution's published procedure should include the name, address and telephone number of the accrediting agency and an indication that if the complainant wishes to pursue the matter further, a complaint form is available through the accrediting agency. The procedure should state that the complainant is required to try to resolve the problems through the school's complaint process, prior to filing a complaint with the school's accrediting agency.

10. Schools should maintain written records of all complaints filed through two (2) complete accreditation cycles.