

STUDENT GRIEVANCE PROCEDURE

PROCEDURE:

Grievances are initially handled in an informal and confidential manner. Feedback, inquiries, or concerns should first be directed, by letter, to the Campus President. The programs are approved and regulated by the Colorado **Department of Higher Education, Private Occupational School Board**. A student may file complaints with the Division of Private Occupational Schools, Colorado Department of Higher Education online at <https://highered.colorado.gov/dpos/>. The phone number is (303) 862-3001. However, the Department will not consider any claim filed more than two years after the date the Student discontinues training in the Program.

The School is accredited by **Accrediting Council for Continuing Education and Training (ACCET)**. If, after exercising the school's student complaint procedure, the problem(s) have not been resolved, the student has the right to submit a written complaint to ACCET, Chair, Complaint Review Committee, 1722 N Street, NW, Washington, DC 20036. Telephone: (202) 955-1118 Email: complaints@accet.org

Student complaints relating to consumer protection laws offered under the terms and conditions of the **State Authorization Reciprocity Agreement (SARA)**, must first be filed with the institution to seek resolution. The full policy can be found here: <https://nc-sara.org/student-complaints>

The student should begin the complaint process with the institution and if resolution is not found, the student would contact the institution's home state SARA Portal Entity- the Colorado Department of Higher Education, Private Occupational School Board.