



## **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://cdhe.colorado.gov/file-a-student-complaint>. 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.

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that quality educational training programs are provided. When issues or problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET-accredited institutions and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure, which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints that involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

If a student has used the institution's formal student complaint procedure, and the issue has not been resolved, the student has the right and is encouraged to submit a complaint to ACCET in writing via the online form on the ACCET website (<https://accet.org/about-us/contact-us>). The online form will require the following information:

1. Name and location of the ACCET institution
2. A detailed description of the alleged problem(s)
3. The approximate date(s) that the problem(s) occurred
4. The names and titles/positions of all persons involved in the problem(s), including faculty, staff, and/or other students
5. What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET
6. The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved
7. The status of the complainant with the institution (e.g., current student, former student)

Please include copies of any relevant supporting documentation (e.g., student’s enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

Note: Complainants will receive an acknowledgment of receipt within 15 business days.

## Online Complaint Submission Form



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 online at <https://cdhe.colorado.gov/file-a-student-complaint>. Only those complaints resulting from distance education courses, activities, and operations provided by SARA-participating institutions to students in other SARA states come under the coverage of SARA.