



STUDENT COMPLAINT/GRIEVANCE PROCEDURE

Most problems or complaints that students may have with the school, or its administration can be resolved through a personal meeting with the school staff. If, however, this action does not end the situation to the satisfaction of the student, the student may submit a written complaint to the school Director or President. The written complaint should contain:

(1) the nature of the problem(s), (2) approximate date(s), that the problem(s) occurred, (3) name(s) of the individual(s) involved in the problem(s) staff and/or other students, (4) copies of important information regarding the problem(s), (5) evidence demonstrating that the institution's complaint procedure was followed prior to this point in time, and (6) student signature. Students who file a written complaint can expect to receive a written response within ten business days.

Students may also call the school Director or President to schedule an appointment at any time if they prefer not to follow the written complaint procedure.

If a student's questions or concerns are not resolved to the student's satisfaction, then the student may bring the situation to the attention of:

Main Campus:

Pennsylvania Department of Education, State Board of Private Licensed Schools, 333 Market Street, 12th Floor, Harrisburg, PA 17126-0333. The institution also follows the policies of The Council of Occupational Education (C.O.E.). Complaints can also be forwarded to C.O.E. at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, www.council.org.

Branch Campus-New Jersey:

NJ Department of Labor and Workforce Development 1 John Fitch Plaza, Trenton, NJ 08611. The institution also follows the policies of The Council of Occupational Education (C.O.E.). Complaints can also be forwarded to C.O.E. at 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, www.council.org.