

## Student Complaint Policy

1 Upon experiencing a challenge, the Student should first bring the challenge to their classroom / floor Educator.

2 If the Student feels like there was not a resolution to the challenge, the next step is to schedule a meeting with the Director of Education.

3 If the Student does not feel the Director of Education resolved the challenge the next step is to write a formal internal complaint to the Director of Education / Academy Director

- A formal complaint must be completed by the Student and then given to the Director of Education / Director for review.

4 The Director of Education / Director will then take the complaint to the complaint review board: The Complaint Review Board consists of the following members: Director, Director of Education, Administrative Director & Educator.

5 Upon meeting with the complaint review board, the Director will review and respond to the complaint by scheduling a meeting within 30 days of receiving the complaint form, to resolve the challenge that was presented by the Student.

6 The Student may file a complaint with the following:

- Colorado Division of Private Occupational School Board at 1560 Broadway Street, Suite 1600, Denver, CO 80202. 303-862-3001, <https://higher.ed.colorado.gov/students/how-do-i/filing-a-student-complaint>
- Accrediting Commission of Career Schools & Colleges

### ACCSC STUDENT COMPLAINT PROCEDURE

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

**Accrediting Commission of Career Schools & Colleges**  
2101 Wilson Boulevard, Suite 302  
Arlington, VA 22201  
(703) 247-4212  
[www.accsc.org](http://www.accsc.org) | [complaints@www.accsc.org](mailto:complaints@www.accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting [complaints@accsc.org](mailto:complaints@accsc.org) or at <https://www.accsc.org/UploadedDocuments/Commission%20Actions/2021/IRD-Forms-2021/ACCSC-Complaint-Form-and-Information.pdf>