

Complaint Process

The steps in the complaint process are as follows:

1. Speak to the person with whom you have your concern to resolve the situation. If you have reason to fear repercussions from approaching the person directly, or if the two of you are unable to come to a resolution, proceed to step 2.
2. Speak to an instructor to receive guidance on the matter. If no resolution results, proceed to step 3.
3. Request a meeting with the School Director. The School Director will speak to the individuals involved and help them come to a resolution. If the individuals are unable to come to a mutually agreeable resolution, the Director shall make a final decision, which may include conditions that require compliance on behalf of both individuals.

All individuals involved in the complaint process are expected to communicate with temperance and mutual respect in a responsible, honest, and direct manner. All effort will be made to conduct the complaint process with the highest possible level of confidentiality.

If the student believes this process has not resulted in a fair resolution, she or he may submit the complaint in writing to the Department of Education of the State of Delaware, 35 Commerce Way, John Collette Education Resource Center, Dover, DE 19904. To obtain instructions and forms, call (302) 857-3313.

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 considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. 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 and Colleges
2101 Wilson Blvd. / Suite 302
Arlington, VA 22201
(703) 247-4212
www.accsc.org

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting Gheorghe Nastase, School Director or on the ACCSC website at www.accsc.org