**Student Complaint/Grievance Procedure**

 Student complaints are handled as follows:

 Step 1: Students are encouraged to try to resolve their particular complaint or problem by first bringing the complaint to the attention of the Instructor.

 Step 2: If the Instructor is unable to furnish a satisfactory solution, the student should see the Director. Students are encouraged to voice any complaints, concerns, or suggestions to the Director. If, in the opinion of the Director, the complaint warrants documentation, an incident report will be completed.

 Step 3: If the student remains unsatisfied after meeting with the Director, the student should write down the nature of the complaint and the reasons for dissatisfaction. This written complaint should be given to the school’s President. Anonymous complaints will not be recognized. The President will respond within three working days of receiving the written complaint. The complainant will be provided with the school’s final decision regarding the complaint and the reasons for the decision.

 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 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

 A copy of the Commission’s Complaint Form is available at the school and may be obtained by contacting the Director’s office.

 The school is regulated and licensed to operate by the Illinois Board of Higher Education under a state law called the Private Business and Vocational Schools Act. You have the right to file a written complaint of violation by this school of any provisions of this law.

 The school must, among other things:

 • Provide information about the school which is free from

 misrepresentation, deception or fraud, or other misleading or unfair

 trade practices.

 • Provide you with a copy of the school’s current catalog and any

 addenda for you to read prior to the signing of the enrollment

 agreement.

 • Disclose information about the school’s graduation, completion, and

 job placement rates.

 • Give you a fully executed copy of your enrollment agreement.

 • Inform you on how to cancel the enrollment agreement and secure a

 proper refund of unearned tuition and fees.

 • Screen you for the course or subject in which you wish to enroll. If the

 course offered is in a language other than English, the screening must

 include the language.

 • Give you a full refund if you are not accepted or if it cancels or

 discontinues the course.

 • Teach only courses and employ only teachers that are approved by the

 Illinois Board of Higher Education.

 • Provide safe and sanitary facilities, equipment, and services necessary

 to implement the course of instruction or subject in which you enroll.

 • Refund fees and unearned tuition as prescribed in the “Act” to students

 who withdraw before completion of the course of instruction in which

 enrolled.

 If you believe your rights have been violated, you may file a written complaint with the Illinois Board of Higher Education at the address listed below:

Illinois Board of Higher Education

Division of Private Business and Vocational Schools

1 N. Old State Capitol Plaza, Suite 333

Springfield, Illinois 62701-1377

(217) 782-2551

www.IBHE.org

 You may also bring court action against the school if you suffer damage as the result of the school’s or its representative’s violation of the law.