STUDENT COMPLAINTS AND GRIEVANCES

Students with a complaint or a grievance of a nonacademic nature relating to their experience at the school should first attempt to resolve the matter directly with the person or the office most directly responsible for the problem. If a student has an academic issue or a concern (e.g., make-up work, instruction, etc.), the first person to talk with is the instructor. If this does not result in a satisfactory resolution, the next step is to talk with the Academic Dean or designee.

If a student still cannot find a satisfactory resolution, he/she can take the next step and initiate the grievance process by presenting a written and a signed grievance letter to the Director of Student Services. In the event that a mutual and a satisfactory resolution have not been achieved at this level, the student may take his/her written and signed grievance to the Campus President. Please refer to the Student Handbook for more details.

Issues remaining unresolved at the institutional level may be directed to the Illinois Board of Higher Education.

Complaints against the schools in Illinois may be registered with:
- For Illinois Students
  - The Illinois Board of Higher Education

  Illinois Board of Higher Education
  Division of Private Business and Vocational Schools
  431 East Adams, 2nd Floor
  Springfield, IL 62701-1404
  Phone: (217) 782-2551
  Fax: (217) 782-8548
  www.ibhe.org

- For Massachusetts Students
  Division of Professional Licensure’s Office of Private Occupational School Education
  1000 Washington Street, Suite 710
  Boston, MA 02118-6100
  Email: Occupational.Schools@state.ma.us
  Phone: 617-727-5811
  www.mass.gov/dpl/schools.

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