

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