

STUDENT COMPLAINT PROCEDURE

1. Student sends a letter to the school director addressing complaint(s) and indicates desired remedy; student maintains a copy of the letter; school director has fifteen (15) days to respond to student;
2. If complaint has not been resolved after the fifteen days, the student sends a copy of the letter previously mailed to the school director to the Board of Regents, Proprietary Schools Section;
3. Proprietary Schools Section staff send a letter to the school director, enclosing a copy of the student's letter previously mailed to the director, requesting that the director communicate with the student, either in person or in writing, within ten (10) days of receipt of letter in an effort to resolve complaint; student is copied on this letter;
4. If after ten days the complaint has not been resolved, the student may contact this office to request a mediation conference; the Board of Regents contracts with the Division of Administrative Law to mediate between the student and the school official;
5. If complaint has not been resolved at this point, the student can request to come before the Proprietary Schools Advisory Commission who will render a decision.
6. If the student complaint has not been resolved at this point, the student can appeal to the district court.