

# COMPLAINT FORM

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Accrediting Commission of Career Schools and Colleges (ACCSC)

Thank you for contacting the Accrediting Commission of Career Schools and Colleges (“ACCSC” or “the Commission”) regarding the Commission’s process for handling complaints. The primary purpose of the Commission is to establish and maintain high educational standards and ethical business practices among its accredited institutions. The Standards of Accreditation form the basis upon which the Commission makes all assessments regarding educational quality and are available for public review on the Commission’s website at [www.accsc.org](http://www.accsc.org).

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.

If any individual chooses to file a complaint with the Commission, the complaint must be filed in accordance with the following:

1. All complaints must be received by the Commission in writing.
2. In order for a complaint to be processed, it should contain:
  - a. The basis for any allegation of noncompliance with ACCSC standards or requirements;
  - b. All relevant names and dates and a brief description of the actions forming the basis of the complaint; copies of any documents or materials that support the allegations, when available; and
  - c. A release from the complainant authorizing the Commission to forward a copy of the complaint, including the identification of the complainant, to the school. This can be achieved by completing and submitting page 2 of this Complaint Form. This form is available on the ACCSC website.

Upon receipt of a complaint filed in accordance with the aforementioned format, the Commission will forward a copy of the complaint to the school for a response. Schools are given a period of time upon receipt of the complaint to prepare a response addressing the alleged areas of non-compliance with the Commission’s requirements. The Commission may determine, based on a review of the school’s response, that the school has adequately addressed the concerns raised in the complaint and is in compliance with the Standards of Accreditation. In all cases, both the school and complainant are notified of the final disposition of the complaint. Although one possible outcome of the complaint process may be the resolution of a dispute between parties, the Commission does not act as an arbitrator.

The Commission’s primary responsibility in reviewing complaints is to ensure that member schools remain in continuous compliance with accreditation requirements. The Commission will not intervene on behalf of individuals in cases of disciplinary action or dismissal or review decisions in such matters as admission, graduation, fees, and similar points unless the context suggests unethical or unprofessional actions that seriously impair or disrupt the educational services of an applicant or an accredited school.

If you do not return a completed complaint form, your complaint may not be processed by ACCSC. If you have any questions, please feel free to contact the Commission office at (703) 247-4212.

# COMPLAINT FORM

Accrediting Commission of Career Schools and Colleges (ACCSC)

**Complainant Name:**

**Address:**

**City:**

**State:**

**Zip Code:**

**Telephone Number:**

**E-mail Address:**

**Name of Program:**

**Start Date:**

**School Name:**

**School Address:**

**School City:**

**State:**

**Zip Code:**

**Telephone Number:**

## INSTRUCTIONS

1. Please review this form in its entirety. For further information on ACCSC's procedures for handling complaints, please visit the Commission's website at [www.accsc.org](http://www.accsc.org).
2. Please attach a statement describing the nature of the complaint. The statement should include a description of the events or circumstances upon which the complaint is based and the names and titles (if any) of the individuals involved. If available, please include copies of any documents or materials that support the allegations set forth in the complaint. Please note that ACCSC will only process complaints that reasonably show that a school may not be in compliance with accrediting standards or requirements.

## STATEMENT GRANTING PERMISSION TO FORWARD COMPLAINT TO SCHOOL

I certify that the information I have provided is correct to the best of my knowledge and hereby grant the Commission permission to forward the complaint to the school for a response.

Signature:

Date

[Instructions for E-signature](#)

The response and the complaint will be kept on file for future reference.

**SUBMIT TO: Executive Director  
Accrediting Commission of Career Schools and Colleges  
2101 Wilson Boulevard, Suite 302  
Arlington, Virginia 22201**