

COMPLAINT FORM

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](#).

Institutions that are accredited by the Commission must have a published procedure and operational plan for handling complaints. Complainants are encouraged first to avail themselves of the school’s complaint procedures. If you feel that the school has not adequately addressed a complaint or that the school is not in compliance with accreditation requirements, you may file a complaint with the Commission in accordance with the following:

In all cases, please also provide detailed narrative and any supporting documentation pertaining to the narrative and allegations along with the sign form.

In order for a complaint to be processed, the complaint submission must 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 form.

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 complete 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 or at complaints@accsc.org.

COMPLAINT FORM

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Complainant Information	
Complainant Name:	
Complainant Email Address:	
Complainant Phone Number:	
Complainant Home Address:	
School Name:	
School Address:	
Program Enrolled:	
Program Start Date:	

Please indicate whether you have registered a formal complaint with the school. Filing a complaint is not a requirement to file a complaint with ACCSC.

☐ Yes ☐ No

INSTRUCTIONS

1. Please review this form in its entirety. For further information on ACCSC's procedures for handling complaints, go to [ACCSC's complaint webpage](#).
2. Please provide 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

☐ By checking this box 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 as provided, **including my identity**, and any submitted documentation to the school for a response.

Date: _____

SUBMIT BY EMAIL TO: complaints@accsc.org

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

Or
SUBMIT BY FAX TO: 703.247.4533