

COMPLAINT GUIDANCE

Accrediting Commission of Career Schools and Colleges (ACCSC)

COMPLAINT HELP

You are not required to follow a school's complaint process in order to file a complaint with ACCSC. However, ACCSC encourages you to pursue the school's complaint process as it may lead to a faster and more personal resolution of an issue or concern.

All schools accredited by ACCSC must have a procedure and operational plan for handling complaints by eligible individuals. The following steps may help you to file and resolve your issue or concern.

Please know that you do not have to file a complaint with a school in order to file a complaint with ACCSC.

The following guidance may assist you with resolving and/or filing your issue or concern:

- Identify someone who can listen to your concerns and provide guidance and support.
 - Is there a trusted faculty or staff member (student support service staff, program director, director of education, instructor, etc.) who could help resolve your complaint or help you file a complaint?
 - Have you taken all necessary steps to resolve your issues and concerns?
- Locate the school's complaint process in the school's catalog or student handbook.
 - Does it identify a specific person or email address to receive a complaint?
 - Does it identify a specific event or specific events needed to formally begin and complete the school's complaint process?
- Collect your thoughts.
 - Carefully write out your complaint.
 - As much as possible and as appropriate, provide specific details about your concerns and issues. Use appropriate and polite language when writing your complaint.
 - Cite any relevant school policies.
 - Provide documentation that supports your allegations.
- Collect documents that support your allegations and that may help to present your case (for example, emails, forms, policies, and letters).
 - Is your complaint over something for which the school has a written policy or procedure?
 - Do you have emails or messages relating to your complaint?
 - Have you signed or seen forms such as your enrollment agreement which relate to your complaint?
 - Would it help to write out a timeline of events?
- Begin the complaint process.
 - Contact the individual or address noted in the school's complaint process.
 - Keep track of the timeline of your complaint (when was the complaint submitted? When did the school respond?)