

Student Grievance Procedures

Students should try to resolve their complaint directly with the school unless they believe that the school would penalize them for the complaint. To make a formal complaint, students must submit their grievance in writing, to either the Director of ESL or the President of the School, as indicated below. Students are encouraged to follow the following steps if they feel they have an issue that needs to be resolved:

1. Meet with your instructor to discuss the issue. The instructor and the student should both sit down and discuss the issue at hand and explore possible solutions.
2. Notify the director in writing. If the student is unable to resolve the issue with the instructor he or she should notify the director of the campus in writing. After receiving the complaint, the director will, within 72 hours schedule a meeting with the student to address the concern. The meeting will take place within 5 business days of the complaint being received. The director will meet with both the student and the instructor (either individually or jointly) and make a reasonable attempt to resolve the complaint to the satisfaction of both parties.
3. Notify the President/Owner of the school in writing. If the complaint still has not been resolved, then the student should notify the president/owner of the company in writing. Upon receiving the complaint, the president shall respond to the student within 5 business days. The president will meet with the student, instructor, and director, either separately, or jointly, to satisfactorily resolve the issue at hand. If the situation still has not been resolved, the student should continue to the final step of the grievance process:
4. Contact the NYS Licensing Body; The school is licensed by the Bureau of Proprietary School Supervision, BPSS.

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.
2. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. *You must file a complaint within two years after the alleged illegal conduct took place.* The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.
3. The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.

Where can students file a complaint or get additional information?

Contact the New York State Education Department at: