NOTICE TO STUDENTS: ACCET COMPLAINT PROCEDURE

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. When issues or problems arise, students should make every attempt through the formal complaint procedure within the institution to find a fair and reasonable solution. Note that ACCET will process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

If you have any problems or concerns with your course, please contact:

1-800-527-8378

However, in the event that a student has exercised the institution’s formal complaint procedure, and the problem(s) or issues have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing (by email or mail) to the ACCET office. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.

2. The letter of complaint must contain the following:
   a. Name and location of the ACCET institution;
   b. A detailed description of the alleged problem(s);
   c. The approximate date(s) that the problem(s) occurred;
   d. The full name(s) and title(s) or position(s) of all individual(s) involved in the problem(s), including both institutional staff and/or other students who were involved);
   e. What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
   f. The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and
   g. The status of the complainant with the institution (e.g. current student, former student, etc.)

3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g. the student’s enrollment agreement, the syllabus or course outline, correspondence between the student and the institution).

4. SEND TO:
   ACCET
   CHAIR, COMPLAINT REVIEW COMMITTEE
   1722 N Street, NW
   Washington, D.C. 20036
   Telephone: (202) 955-1113
   Email: complaints@accet.org
   Website: www.accet.org

Note: Complaints will receive acknowledgment of receipt within 15 days