

# Complaint Procedures

## Complaint Procedures

“If you are or were a student of a Licensed Private or Registered Business School in the State of New York and believe that the school, or anyone representing the school, has acted unlawfully, you have the right to file a complaint with the New York State Education Department.”

You may make complaints about the conduct of the school; advertising; standards and methods of instruction; equipment; facilities; qualifications of teaching and management personnel; enrollment agreement; methods of collecting tuition and other charges; school license or registration; school and student records; and private school agents.

The Steps to file a complaint are:

1. Write to New York State Education Department, Bureau of Propriety School Supervision, 116 West 32<sup>nd</sup> Street, 5<sup>th</sup> Floor, New York, NY 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 in 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 that is more than two years after the date of occurrence.

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 informal. If the Department determines that violations of the law have been committed and the school fails to take satisfactory and appropriate action the Department may proceed with formal disciplinary charges.

## Internal Complaint Procedures

If a student has a complaint regarding staff, facility, etc., he/she must make said complaint in writing. The complaint must be sent or given to the Director, Mr. Barry Herman. A meeting with the student and the Director will be scheduled if necessary. The Director will determine any further measures deemed appropriate. If the complaint cannot be satisfied through the internal procedures, the complainant may then file through New York State Education Department, Bureau of Propriety School Supervision, 116 West 32<sup>nd</sup> Street, 5<sup>th</sup> Floor, New York, NY 10001 or telephone the Department at (212) 643-4760 or to NACCAS, 3015 Colvin St., Alexandria, VA 22314. (703) 600-7600