

## Concerns/Complaint Policy

It is the policy of this school to address all concerns/complaints in house. As an institution of higher education, we do not respond to any concern/complaint filed on any means of social media.

For this reason, we ask that the concerns to be addressed to the school, both for clarity and resolution prior to contacting outside agencies.

Do not make a verbal complaint in haste. We take such actions seriously and with merit. All concerns/complaints must be emailed to the school, within 7 business days of the occurrence.

The complaint must include names, dates and issues of concern. It must include a date, current address, phone number and current email address. Do not send original documents.

The school will review the complaint, consider its validity, including, but not limited to the complaints ability to maintain SAP and/or attending within the terms of their enrollment agreement, and respond with 14 business days of receipt. The response will be sent via our customer service management email, including but not limited to clarity and/or probable means of resolution.

After the concern/complaint has been submitted and responded to by the school, should a complainant wish to pursue additional resources, concerns/complaints may also be filed with the Indiana Professional Licensing Agency; specific to the attorney general's office and NACCAS, our national accrediting agency. These too must be filed in writing.

Links found below:

School Email: [drschoo@sbcglobal.net](mailto:drschoo@sbcglobal.net)

<https://www.in.gov/attorneygeneral/consumer-protection-division/licensing/professional/#:~:text=To%20file%20a%20complaint%20against,6330>

<https://naccas.org/all-applications-forms>