

# CAREER TECHNICAL INSTITUTE

## Student Complaint Procedure

Most problems or complaints that students may have with the school or its administration can be resolved through a personal meeting with the school staff. If, however, this action does not bring the situation to a close to the satisfaction of the student, they may submit a written complaint to Career Technical Institute, Attn: Executive Vice President of Operations, 1101 Vermont Avenue, NW, Suite L002, Washington, DC 20005.

The written complaint should contain (1) the nature of the problem(s), (2) approximate date(s) that the problem(s) occurred, (3) name(s) of the individual(s) involved in the problem(s) - staff and/or other students, (4) copies of important information regarding the problem(s), (5) evidence demonstrating that the institution's complaint procedure was followed prior to this point in time, and (6) student signature.

Students may, of course, call the Executive Vice President of Operations to schedule an appointment at any time if they prefer not to follow the written complaint procedure. Students who file a written complaint can generally expect to receive a written response within 10 business days.

If a problem arises, students should make every attempt through the formal complaint procedure within the institution to find a fair and reasonable solution. Students will not be subject to unfair action and/or treatment by any school official as a result of the initiation of a complaint.

After exhausting the institution's complaint process without a satisfactory resolution, a student may file a complaint with the District of Columbia Higher Education Licensure Commission, 1050 First Street, NE, 5th Floor, Washington D.C. 20002.

If no resolution is received, the student may file a grievance with The Council on Occupational Education by writing them at 7840 Roswell Road, Bldg. 300, Suite 325, Atlanta, GA 30350.