



## COMPLAINT PROCESS

Students should attempt to resolve any grievances they may have with their school first. Should attempts to resolve these problems with appropriate school officials fail, students may contact: The Higher Education Coordinating Commission (HECC), Office of Private Postsecondary Education, 255 Capitol St NE Salem, OR 97301. Information submitted is subject to disclosure under Oregon's Public Records Law.

The Complaint Form includes three sections.

Section I, Complainant Information. You need to complete this section so we can contact you.

Section II, Subject of your Complaint, is the school or individual you are complaining about. Provide as much information as you have available.

Section III is where you need to describe in detail the nature of your complaint and include supporting documentation.

***It is extremely important to provide evidence to support your complaint.*** For example, copies of correspondence, your enrollment agreement, your school catalog for the school, any notes or emails, or any other information that you believe is evidence in your complaint must be submitted with your complaint. Be sure to save a copy of your complaint and all documents submitted. Do not send originals as they cannot be returned.

Submit the Complaint Form and all supporting documentation to:

Higher Education Coordinating Commission  
Office of Private Postsecondary Education  
255 Capitol St NE  
Salem, OR 97301

After receipt of a complaint or other allegation that a school has failed or is failing to comply with the provisions of any laws or rules, the Commission shall investigate the facts surrounding the allegations.

HECC considers all complaints important. The processing of complaints is conducted in as timely a manner as possible. Thank you for your patience during the complaint process. Questions can be directed to our office.

You are encouraged to use the complaint process outlined in your student catalog before filing a complaint with our office.

Licensed institutions are recognized by the HECC as being responsible for certain standards of quality. It is the mutual goal of the HECC and the institution you are attending to provide educational training programs of quality. When problems arise, students should make every attempt through the formal complaint procedure within the institution to find a fair and reasonable solution.

Unless the complaint is a violation of a state or federal law or administrative rule, the decision of the school is final. If your complaint alleges a violation of state or federal law or administrative rule, you may appeal to the Higher Education Coordinating Commission by completing the following steps:

Complete the complaint forms attached or submit a letter of complaint that contains the following information:

- Complainant's name, address, and phone number;
- School name, address, and phone number;
- Listing of statute or rule (if known) the complainant alleges the school has violated;
- Nature of complaint, such as failure to refund tuition, misrepresentation, or other unfair business practice as specified in the law or rules;
- Facts detailing dates of attendance, termination date, date of occurrence, names, addresses, and positions of school officials contacted, financial loss, if any, and any other pertinent information;
- An explanation of what efforts have been taken to resolve the problem with the school, if any; and
- Copies of pertinent documents, such as the enrollment agreement, catalog, advertisements, etc.

Be sure to save a copy of your complaint and all documents submitted.

**NOTICE TO STUDENTS:** Complaints filed on behalf of or by a student against a school must be postmarked within one year of the student's last date of attendance.  
OAR 715-045-0023(2).

Links:

Oregon Revised Statutes (ORSs)

[http://www.oregonlegislature.gov/bills\\_laws/lawsstatutes/2013ors345.html](http://www.oregonlegislature.gov/bills_laws/lawsstatutes/2013ors345.html)

Oregon Administrative Rules (OARs)

[http://arcweb.sos.state.or.us/pages/rules/oars\\_700/oar\\_715/715\\_045.html](http://arcweb.sos.state.or.us/pages/rules/oars_700/oar_715/715_045.html)



## NOTICE OF COMPLAINT

### Section I: Your Information

Name:			
Address:			
Home/Message Phone:		Work Phone:	
Email Address:			

### Section II: Information about the school

School Name:	
School Address:	
School Phone:	
Contact Person:	
Brief Description of the issue:	
School Administrator, Instructor or Staff Member involved:	
Other Individual(s) involved:	

### Section III: Nature of Complaint

Below are some ideas to use before filing your complaint. Please note the dates that you completed the following steps.

Did you discuss the problem thoroughly with the instructor?

Date:

What was the outcome?

Did you discuss the problem with the school manager or director?

Date:

What was the outcome?

Did you discuss the problem with the owner of the school?

Date:

What was the outcome?

If you did not do any of the above, please explain why.

Did you follow the school's internal complaint process?

Yes  No

If yes, explain what steps were taken and if they were successful.

If no, why not?

List the names and positions of school officials contacted (i.e. teacher, director, or others involved from the school).

Explain below the nature of the complaint such as failure to refund tuition, misrepresentation, or other unfair business practice. (*Attach additional sheets, if necessary.*)

Provide the following details:

Dates of attendance:

Date of termination (if applicable):

Date of suspension (if applicable):

Date of withdrawal (if applicable):

Date(s) of occurrence:

Financial loss (if any):

Are there other students involved or who have the same problem? If so, please include their names and contact information. (*Optional*)

Attach copies of pertinent documents, such as the enrollment agreement, catalog, advertisements, financial aid papers, etc. in support of your complaint. The more information you provide the better we will be able to assist you.

**Please mail to:  
Higher Education Coordinating  
Commission Office of Private  
Postsecondary Education  
255 Capitol St NE  
Salem, OR 97301  
503-947-5716**