

## **DISPUTE RESOLUTION PROCEDURES AND ALTERNATIVES**

From time to time, students may have disputes with Remington College resulting from the student's recruitment, enrollment and/or attendance, or otherwise arising out of a student's relationship with Remington College. It is the goal of Remington College to resolve all such disputes promptly, fairly and directly with the student without the intervention of third parties. If this method of resolution is unsuccessful, then such unresolved disputes shall be resolved by one of the methods described below.

In order to provide a chance to resolve disputes directly between Remington College and the student without the intervention of third parties, a student may not pursue claims in court or by arbitration until student has fully exhausted the Remington College, State Board, or Commission grievance procedures as described below.

### **REMINGTON COLLEGE GRIEVANCE PROCEDURES**

A grievance is defined as any dispute between the student and the Campus. If the student has a grievance, student must put the grievance in writing and submit it to the Campus official designated below within fourteen (14) calendar days of the occurrence or event giving rise to the grievance. This fourteen (14) day period applies only to the submission of the written grievance. The student will have additional time to gather and present witnesses and other evidence in support of his/her allegations. Any grievance related to sexual harassment should be reported immediately in accordance with the Campus' sexual harassment policy as set forth herein.

Student grievances related to academic and classroom matters other than sexual harassment must be submitted to the Campus Director of Education, unless the grievance involves the Campus Director of Education, in which case the grievance should be submitted to the Campus President.

Students with grievances related to matters other than academic or classroom matters must submit their grievance to the Campus President, unless the grievance involves the Campus President, in which case the grievance should be submitted to the Chief Executive Officer or Legal Department at: Remington College, 7131 Business Park Lane, Lake Mary, FL 32746.

Notwithstanding the foregoing, if the grievance involves discrimination including sexual harassment, the following person has been designated to handle grievances regarding violations of Remington College's non-discrimination policies and the student should submit any such grievance to this person as well as any person indicated above.

#### **Vice President-Human Resources/Title IX Civil Rights and Age Discrimination Act Coordinator**

7131 Business Park Lane  
Lake Mary, FL 32746  
(407) 562-5500  
(800) 333-2755

Students should indicate in their grievances any person the student is aware of who has witnessed the occurrence or has independent or collaborative knowledge of the incident or incidents giving rise to the grievance.

Students should be sure to include with their grievances the best method of contacting them to discuss the grievance and the best time of day for such contact, and whether the students object to being contacted at Remington College. A Remington College official will attempt to make contact with the student, as per the instructions provided by the student, within three business days of receipt of the grievance by a Remington College official.

A Campus official will conduct such investigation, inquiry and research into the matter of the grievance as the official deems necessary to perform a thorough and objective investigation into the allegations raised in the grievance. During this investigation phase of the grievance process, the student will have the opportunity to present witnesses and other evidence in support of his/her allegations. The investigation phase of the grievance process will not last more than seven (7) calendar days, unless the official determines more time is necessary to perform a thorough and objective investigation into the allegations raised in the grievance, in which case the official will notify the student of that fact. Once the investigation has been completed, the Campus official will contact the student promptly to inform the student of the official's decision, including what steps, if any, the Campus will take to resolve the allegations raised in the grievance, including but not limited to, measures to prevent the recurrence of any discrimination and/or otherwise correct any discriminatory effects on the student and others, as deemed appropriate by the Campus.

### **ACCREDITING COMMISSION AND STATE BOARD COMPLAINT AND GRIEVANCE PROCEDURES**

Notwithstanding the Remington College (sometimes referred to in this section as a "School(s)") grievance procedure, Students may submit grievances or complaints at any time to the appropriate accrediting commission, applicable state regulatory agency ("State Board"), or applicable state consumer protection agency ("State Agency").

## Accrediting Commission

### STUDENT COMPLAINT/GRIEVANCE PROCEDURE

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

**Accrediting Commission of Career Schools and Colleges**  
2101 Wilson Boulevard, Suite 302  
Arlington, VA 22201  
(703) 247-4212  
[www.accsc.org](http://www.accsc.org)

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting the Campus President or online at [www.accsc.org](http://www.accsc.org).

## State Board

### *Massage Therapy and Medical Billing and Coding Programs*

A complainant shall discuss a complaint with the Campus President prior to filing a formal complaint. Formal complaints related to the Massage Therapy or Medical Billing and Coding programs must be submitted in writing to the Educational Specialist for Private Trade, Vocational or Technical Schools (PTVT) Licensing. The complainant must sign the complaint and include supportive evidence of the complaint with the complaint submission.

**Educational Specialist for PTVT Licensing**  
Hawaii Department of Education  
475 22nd. Ave., Room 205  
Honolulu, HI 96816  
Telephone: (808) 203-5505 ext 2122

### *Degree Programs*

Students enrolled in degree programs may file a complaint with the Hawaii Post-Secondary Education Authorization Program (HPEAP) after all administrative remedies available through Remington College have been exhausted. Information on the HPEAP student complaint process and a copy of the HPEAP Student Complaint Form are available at <http://cca.hawaii.gov/hpeap/>.

**Hawaii Post-Secondary Education Authorization Program (HPEAP)**  
Department of Commerce and Consumer Affairs  
335 Merchant Street, Rm. 310  
Honolulu, Hawaii 96813  
(808) 586-7327  
[cca.hawaii.gov/hpeap](http://cca.hawaii.gov/hpeap)