

# MANHATTAN SCHOOL OF COMPUTER TECHNOLOGY

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## COMPLAINT PROCEDURE

Any student may address their grievance to the New York State Education Department, 116 West 32nd Street, 14th floor, New York, NY 10001. Attention: Bureau of Proprietary School Supervision or telephone the Department at (212) 643-4760, and/or write Accrediting Council for Continuing Education and Training, 1722 N Street, NW Washington, DC 20036 Telephone: (202) 955-1113 Fax: (202) 955-1118 or (202) 955-5306 Email: [complaints@accet.org](mailto:complaints@accet.org) Website: [www.accet.org](http://www.accet.org).

The following information is provided by the New York State Education Department and is excerpted from the pamphlet “**Information for Students; Student Rights**” (see <https://www.acces.nysed.gov/sites/acces/files/bpss/studentdisclosure-rights.pdf>).

The purpose of the information is to provide you with details on how to file a complaint with the New York State Education Department if you believe that the school or anyone representing the school has acted unlawfully and describes the process for obtaining a tuition refund.

### **What can a student or employee complain about?**

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.

### **How can a student or employee file a complaint?**

The steps you must take to file a complaint are:

- 1.** Write to the New York State Education Department, 116 West 32nd Street, 5th Floor, New York, and N.Y. 10001, Attention: Bureau of Proprietary School Supervision 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 your enrollment agreement copy, 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 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 made more than two years after the date of the occurrence.
- 3.** 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 informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action, then the Department may proceed with formal disciplinary charges.
- 4.** In addition to filing a complaint with the Department, you may also try to resolve your complaint directly with the school. Use the school's internal grievance procedure or discuss your problems with teachers, department heads, or the School Director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you take to attempt to resolve your complaint.

In the event that a student has exercised the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing and mailed, or emailed to the ACCET office. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.
2. The letter of complaint must contain the following: a) Name and location of the ACCET institution; b) A detailed description of the alleged problem(s); c) The approximate date(s) that the problem(s) occurred; d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students; e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET; f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and g) The status of the complainant with the institution (e.g., current student, former student, etc.).
3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g., student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).
4. SEND TO: ACCET CHAIR, COMPLAINT REVIEW COMMITTEE 1722 N Street, NW Washington, DC 20036 Telephone: (202) 955-1113 Fax: (202) 955-1118 or (202) 955-5306 Email: [complaints@accet.org](mailto:complaints@accet.org) Website: [www.accet.org](http://www.accet.org) Note: Complainants will receive an acknowledgement of receipt within 15 days.