

The third party complaint process is conducted through formal, written communications. While the college will respond to e-mail and telephone inquiries with general questions about the complaint process and about accreditation, the college will not process any information as a complaint until it is received in the format outlined below. The college will respond in writing to all formal written complaints.

Complaints from students and employees must be handled through respective internal processes.

Complaint Process:

1. Write a brief narrative of the complaint facts and indicate how the college can be of assistance.
 - In most cases, such a narrative need be no longer than one or two pages.
2. Attach documentation to support the narrative wherever possible.
 - For example, if the complaint is in reference to an institutional policy, include a copy of the policy.
3. Sign and date the letter and include a mailing address for future correspondence.
 - If writing on behalf of someone else, such as a son, daughter, or client, provide that person's written consent.

Once written complaint is received, it is forwarded to appropriate administrator for investigation and written response.