

Student Grievance Policy

What to do if you have a complaint?

If you have a problem or complaint about something at ELS, it is always best to speak first to the person who is directly responsible. For example:

Problem:	Whom to speak to:
Classes or Academic Program	Your teacher or Academic Director
Housing	Center Director or International Student Advisor
Payment	Registrar or Center Director
Administrative Staff	Center Director

The Center Director is responsible for everything at the ELS center. So you should always feel comfortable coming to the Center Director to talk about any problem or complaint. If the matter is not resolved to your satisfaction, you may present a written complaint to management in the corporate office. Management will respond to you in writing within ten (10) days from the date the written complaint was received. Their response shall include what, if any, corrective action has been proposed or accomplished.

If you do not feel satisfied that anyone at the center can help you with your problem, you should feel free to contact ACCET, the organization that accredits ELS. The ELS office has information from ACCET about how you may contact them with a complaint. You may pick up a *“Notice to Students: ACCET Complaint Procedure”* form in the office for more information on how to make a complaint. Complaints may be sent by mail or email to:

ACCET
CHAIR COMPLAINT REVIEW COMMITTEE
1722 N Street, NW
Washington, DC 20036
Telephone: (202) 955-1113
Email: complaints@accet.org
Website www.accet.org

Illinois Centers: COMPLAINTS AGAINST THIS SCHOOL MAY BE REGISTERED WITH THE BOARD OF HIGHER EDUCATION. Student complaints must be submitted in writing to the Board (Section 85(i) (1) of the Act). Information about the complaint may be submitted online through the IBHE website (www.ibhe.org). Additional information regarding the complaint process can be obtained by contacting the Board at:

Illinois Board of Higher Education
Division of Private Business and Vocational Schools
1 N. Old State Capitol Plaza, Suite 333
Springfield IL 62701
Phone Number: (217) 782-2551/Fax Number: (217) 782-8548

ELS's internal policy on handling student complaints

ELS Student Complaint Procedure

Everyone at the ELS center works hard to ensure that students are happy, comfortable and satisfied with their academic program, housing accommodations and overall living environment. Despite our best efforts, it is unavoidable that students will occasionally complain about some aspect of our program. We should encourage students to speak freely when they have a complaint, and to address their initial complaint with the person most directly involved. For example:

- Complaints about a class should be made directly to the teacher or Academic Director.
- Complaints about the academic program in general should be made to the Academic Director or Center Director.
- Complaints about payments or refunds should be made to the Registrar or Center Director.
- Complaints about housing or activities should be made to the ISA or Center Director.

Students should also understand that ultimately, the Center Director is responsible for their overall satisfaction at the center. So the Center Director should be available to talk to students about any concern or problem.

In the event that a student is not satisfied with efforts to resolve a problem with the center staff, the student has the right to reach out to ACCET to file a formal complaint. To assist the students with this process, **all ELS centers are required to display ACCET Document 49.1 (Notice to Students: Complaint Procedure) in a readily accessible and prominent location in the main office.** The student complaint procedure is also explained to students in the Student Academic Manual, which must be given to all students during their first week of enrollment at the center.