

STUDENT COMPLAINT AND 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 considered by the commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. 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 (ACCSC)
2101 Wilson Blvd., Suite 302
Arlington, VA 22201
(703) 247-4212

A copy of the Commission's complaint form is available at the school and may be obtained by contacting Michael Kopp, President.

Student Complaints

The faculty, staff, and administrators of Northwest Aviation College take seriously any complaint or grievance a student may have concerning the institution. Therefore, a student is encouraged to follow these procedures in ensuring that concerns are addressed.

- a) The problem should first be taken to the source of the problem at the school; most problems can be resolved there.
- b) In the event that the problem cannot be resolved at the source, the student should take the problem to the next higher level of administration. Every administrator at this college has an open door policy for students. The administrator will investigate the problem and report a decision to the student in a reasonable amount of time.
- c) If the student is dissatisfied with the decision, the student may submit a written complaint to the school president.

Michael Kopp, President
Northwest Aviation College
506 23rd St. NE
Auburn, WA 98002

The written complaint should include:

- A statement of the dispute or misunderstanding and the facts upon which it is based.
- The remedy or corrective action sought.

The president will respond to the student in person or in writing stating the reason for the determination on the issue. The matter will be discussed with all involved parties before reaching a determination.