

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.

REMINGTON COLLEGE GRIEVANCE PROCEDURES

A grievance is defined as any dispute between the student and the Campus. Should a student have a grievance concerning any aspect of his or her recruitment, enrollment, attendance, education, or career services assistance, the student should first contact the faculty or staff member to whom the grievance or complaint refers. If a solution satisfactory to the student is not reached with the faculty or staff member, the student may then contact the Program Chair or Academic Dean for assistance in resolving the grievance. If a solution satisfactory to the student is not reached with the Program Chair or Academic Dean, the student may submit his or her grievance, in writing, to the Campus President, clearly describing the grievance.

The Campus President will review the grievance, seek resolution, and notify the student of the remedy within ten business days of receipt of the grievance, unless it is determined more time is necessary to perform a thorough and objective investigation into the allegations raised in the grievance, in which case the student will be notified of that fact by the Campus President. In the event the student is not satisfied with the resolution provided by the Campus President, the student may submit a written appeal to Remington College's Department of Student Affairs as the final entity seeking a resolution to a reported grievance.

The Department of Student Affairs will review the facts and evidence presented and, if necessary, will conduct additional investigation into the allegations raised in the grievance. The Department of Student Affairs will formulate a resolution, within ten business days of receipt of the student appeal, unless it is determined more time is necessary to perform a thorough and objective review of the pertinent facts and evidence presented, in which case the student will be notified of that fact by the Department of Student Affairs. Once the review is complete, the Department of Student Affairs will promptly inform the student of the decision, including what steps, if any, the Campus will take to resolve the allegations raised in the grievance.

At any time in the grievance process, the student may contact the Remington College Department of Student Affairs for additional support via email at student.affairs@remingtoncollege.edu.

Notwithstanding the foregoing, if the grievance involves discrimination including sexual harassment, the grievance should be immediately reported to the person stated below who 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. Any sexual harassment grievance will be handled in accordance with the Campus' sexual harassment policy as set forth herein.

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

9451 Lyndon B. Johnson Fwy., Ste. 200

Dallas, TX 75243

(407) 562-5689

legal@remingtoncollege.edu

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 AGENCY/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 board ("State Board"), or applicable state consumer protection agency ("State Agency").

Accrediting Commission

STUDENT COMPLAINT 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 | complaints@accsc.org

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting complaints@accsc.org or at <https://www.accsc.org/StudentCorner/Complaints.aspx>.

State Agency/State Board

Texas Students – Degree Programs

Any current student enrolled in a degree program, any former student who was enrolled in a degree program, or any prospective student considering enrollment in a degree program, may submit complaints to the Texas Higher Education Coordinating Board ("THECB") via the Student Complaint policy set forth on the THECB's website at: <https://www.highered.texas.gov/student-complaints>.

Specifically, students may obtain a THECB Student Complaint Form (as well as other forms which it will be necessary for students to complete in order to submit a complaint to the THECB) at the Uniform Resource Locator ("URL") set forth in the previous paragraph (or by going to the THECB's main home page at <https://www.highered.texas.gov/>, and entering the search term "complaints"). Following completion of the THECB Student Complaint Form (and other required forms, also provided at the URL set forth above), students (or former or prospective students) may submit their complaint using one of the following options:

- Completing the THECB's online student complaint form (available at the URL for the THECB's website set forth above) and uploading the required supporting documentation in Portable Document Format (PDF).
- Mailing printed forms and documentation to:

Texas Higher Education Coordinating Board,
Office of General Counsel
P.O. Box 12788
Austin, Texas 78711-2788

The THECB will require any complainant to exhaust all grievance and appeal procedures that Remington College has established (such policies being set forth in detail in the Catalog) to address student complaints prior to initiating any investigation. All complaints submitted to the THECB must include a completed student complaint form as well as a signed FERPA Consent Release form, and a THECB Consent and Agreement Form (all of which are provided at the URL set forth above). Submitted complaints regarding students with disabilities shall also include a signed Authorization to Disclose Medical Record Information form, which is also provided at the URL set forth above.

The THECB does not handle, investigate, or attempt to resolve complaints concerning actions that occurred more than two years prior to filing a student complaint form with the Agency, unless the cause of the delay in filing the student complaint form with the THECB was the complainant's exhaustion of Remington College's grievance procedures. Former students shall file a student complaint form with the THECB no later than one year after the student's last date of attendance at the institution, or within 6 months of discovering the grounds for complaint, unless the cause of the delay in filing the student complaint form with the THECB was the complainant's exhaustion of the institution's grievance procedures.

Once the THECB receives a student complaint form, the THECB may refer the complaint to other agencies or entities as appropriate (for example, the Consumer Protection Division of the Office of the Attorney General of Texas or to the Accrediting Commission of Career Schools and Colleges, in appropriate circumstances), or the THECB may initiate an investigation itself if the student complaint concerns compliance with the statutes and regulations that the THECB administers.

As part of any investigation, the THECB will request a response from Remington College, and may also contact other persons or entities named in the student's complaint or in Remington College's response, in order to ascertain all relevant facts. In appropriate cases, the THECB will also attempt to facilitate an informal resolution to the complaint that is mutually satisfactory to the student and to Remington College. In cases in which an informal resolution between the student and Remington College is not feasible, THECB will evaluate the results of the investigation of the student complaint and recommend a course of action to the Commissioner of Higher Education (the "Commissioner"). The Commissioner will consider the recommendation regarding the complaint and render a written determination either dismissing the complaint or requesting Remington College to take specific actions to remedy the complaint. The Commissioner may also request the Board to review and decide issues that regard institutional integrity.

Texas Students – Diploma Programs

Any current student enrolled in a diploma program, any former student who was enrolled in a diploma program, or any prospective student considering enrollment in a diploma program, may submit complaints to the Attorney General of Texas, Consumer Protection and Public Health, one of the following three options:

- Completing the online consumer complaint form available at <http://txoag.force.com/CPDOnlineForm>, which allows supporting documentation to be uploaded after completing the form.
- Downloading, printing, and mailing the complaint form and any documentation to the address below. The form can be downloaded at <https://www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint>.

Office of the Attorney General
Consumer Protection Division
PO Box 12548
Austin, TX 78711-2548

- Calling the Texas Attorney General's Consumer Protection Hotline at (800) 621-0508.

All Students – Distance Education (Online) Programs

If a student has a complaint regarding a distance education program, they should first attempt to resolve it by following Remington College's Grievance Procedures. If the complaint cannot be resolved by the College, a student may file a complaint with the Texas Higher Education Coordinating Board, which handles complaints for State Authorization Reciprocity Agreement (SARA)-approved institutions in Texas. Complaints regarding student grades or student conduct violations are governed entirely by institutional policy and the laws of the SARA institution's home state.

A student may file a complaint with the Texas Higher Education Coordinating Board by completing the [Student Complaint Form](#) available at <https://www.highered.texas.gov/state-authorization-reciprocity-agreement/>, and emailing the Form to Complaints@highered.texas.gov.

The following information should be included within the student complaint form when describing the complaint:

- Did the complaint result from distance education courses, activities, and operations provided by a Texas SARA-participating institution?
- Was the student a resident of a state other than Texas at the time of the complaint?

COMPLAINT POLICY FOR STUDENTS RECEIVING VA EDUCATION BENEFITS

Any complaint against the school should be routed through the VA GI Bill® Feedback System by going to the following link: <http://www.benefits.va.gov/GIBILL/Feedback.asp>. The VA will then follow up through the appropriate channels to investigate the complaint and resolve it satisfactorily.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <https://www.benefits.va.gov/gibill>.