



You may bring a complaint against the School and initiate the School's Internal Dispute Resolution procedure by filing a written complaint in writing or via email with your academic advisor. The academic advisor will attempt to provide a decision or resolution within 15 days notwithstanding any requests for additional information. If you are not satisfied with your academic advisor's resolution of your complaint, you may appeal his/her decision in writing or via email to the Campus Director. You may then appeal the Campus Director's decision to Vice President of Academics at ECMC Education. You may also, or alternatively, contact the Student Helpline at any time, at (800) 874-0255 or email at [studentservices@ecmc.org](mailto:studentservices@ecmc.org) to initiate the grievance process. A student filing a grievance will not be subject to adverse or unfair actions by any school official as the result of initiating the grievance.

If a student feels that the School has not adequately addressed a complaint or concern, the student may also consider contacting the institutional accrediting agency or the state licensure offices that oversee the schools. The contact information for those agencies is as follows:

Institutional Accrediting Agency: Accrediting Commission of Career Schools and Colleges (ACCSC). Please direct all inquiries to:

Accrediting Commission of Career Schools and Colleges  
2101 Wilson Blvd., Suite 302,  
Arlington, VA 22201  
703-247-4212  
[www.accsc.org](http://www.accsc.org)

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. A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting the Campus Director or online at [www.accsc.org](http://www.accsc.org).

State Regulatory Offices:

The Commission for Independent Education  
Florida Department of Education  
325 West Gaines Street, Suite #1414  
Tallahassee, FL 32399-0400  
Toll free number (888) 224-6684

Office of the Attorney General  
PL-01 The Capitol  
Tallahassee, FL 32399-1050  
Phone: (850) 414-3990  
Toll Free within Florida: (866) 966-7226  
Website: <http://myfloridalegal.com>