



**NEW PROFESSIONS
TECHNICAL INSTITUTE**

Policies and Procedures

STUDENT COMPLAINT PROCEDURES

In compliance with Federal and State laws, **New Professions Technical Institute, Inc.** has a grievance policy for students who feel that they are victims of discriminatory practices or sexual harassment or are dissatisfied with any other academic or administrative aspect of the school. NPTI does have a "Chain of Command" to address any grievance a student may have. Regardless of the grievance, the student must -

- a. discuss their concern with their immediate instructor for resolution. If this is not to the student's satisfaction, the student should
- b. Submit an email to the Director of Education. If the response is still not up to the students' satisfaction, then the student can
- c. Submit an email to the Director of Operations.
- d. At each level, the process of investigation can take up to seven (7) days from the day the claim has been received at that level to the time of its resolution.

Once the investigation has been completed, the complainant(s) will be notified about the final decision. If the student is still not satisfied with the final decision, the individual may submit the case to the **Florida Department of Education / Commission for Independent Education, (FLDOE/CIE)**, at the following address:

Commission for Independent Education, Florida Department of Education
325 W. Gaines Street, Suite 1414, Tallahassee, Florida 32399-0400
Telephone: 1-888-224-6684 / 850-245-3200

Refer to the Florida Department of Education, Bureau of Exceptional Student Education, State Complaint – General Information.

Retrieved from <https://www.fldoe.org/core/fileparse.php/7675/urlt/StateCompInfo2021.pdf>

And / Or

Accrediting Council for Continuing Education & Training (ACCET)
1722 N. Street, N.W. Washington, D.C. 20036
Telephone: (202) 955-1113

Refer to ACCET Document 49.1 – Notice to Students; ACCET Complaint Procedures

Retrieved from https://s3.amazonaws.com/docs.accet.org/downloads/Doc_49.1.pdf

Distance Education students who have completed the internal institutional grievance process and the applicable state grievance process may appeal non-instructional complaints to the Florida State Authorization Reciprocity Agreement (FL-SARA) Postsecondary Reciprocal Distance Education Coordinating (PRDEC) Council. For additional information on the complaint process, please visit <https://www.fldoe.org/sara/student-concerns.shtml>.