

## **North Dakota State Board for Career and Technical Education**

### **Private Career School Complaint Procedure**

The North Dakota State Board for Career and Technical Education requires all authorized private career schools to have a student complaint procedure in place. The complaint procedure must be published in the school's catalog, student handbook, on the school's website, or in a "format readily accessible to the student". Students enrolled in authorized private career schools should take full advantage of such complaint procedures, and attempt to resolve any grievances at the school level. If no resolution can be reached, however, students are encouraged to file the complaint with the North Dakota Department of Career and Technical Education, Department 270, 600 East Boulevard Avenue, Bismarck ND 58505-0610; 701-328-3180.

Students will be asked to provide the following information upon filing a complaint with the North Dakota Department of Career and Technical Education:

1. Student name and contact information.
2. School address and telephone.
3. A copy of the student's Enrollment Agreement.
4. A copy of the school catalog in effect at the time of the student's enrollment.
5. A copy of the school's student handbook, or document containing the school's policies in effect at the time of enrollment.
6. A detailed description of the complaint, including any correspondence, notes or documents that further illustrate the circumstances surrounding the complaint.
7. Any records documenting attempts by the student to resolve the complaint using the school's complaint procedure. Include dates, names of applicable school officials, and other supporting documentation.

Complaints about a private career school must be submitted within six months of the alleged violation.

Private career schools that are authorized to operate in North Dakota must adhere to Chapter 15-20.4 of the North Dakota Century Code as well as the policies of the North Dakota State Board for Career and Technical Education. Student complaints related to lack of compliance with state law or board policy will be investigated. If a student complaint falls outside the jurisdiction of the North Dakota State Board for Career and Technical Education, the student will be referred to the appropriate state or federal office.

Students enrolled in career schools not authorized to operate by the North Dakota State Board for Career and Technical Education may file a grievance with the North Dakota Attorney General's Office as follows:

Consumer Protection and Antitrust  
Gateway Professional Center  
1050 E Interstate Avenue Suite 200  
Bismarck ND 58503-5574  
701 328-3404  
800 472-2600

Students attending institutions of higher education are referred to the North Dakota University System Office, 10<sup>th</sup> Floor, State Capitol, 600 East Boulevard Avenue, Bismarck, ND 58505-0610; 701-328-2960.