



STUDENT COMPLAINT PROCESS & INSTITUTIONAL AUTHORIZATION

ACCREDITATION

ORR Personnel is accredited by the Office for Career and Technical Schools.

STUDENT COMPLAINT PROCESS

ORR Personnel desires to resolve student concerns, complaints, or grievances in an expeditious, fair, and amicable manner. In registering complaints, ORR Personnel students must follow the policies and procedures of both the school.

If you have a concern, please follow the steps outlined below. The following contact information may be helpful to you in informally resolving your issue.

- Financial Aid: admissions@orpersonnel.com
- Information System : admissions@orpersonnel.com
- Office of Student Billing and Payment: admissions@orpersonnel.com
- Registrar : admissions@orpersonnel.com

STEP 1: INFORMAL CONCERN PROCESS

A student with a concern that a policy or procedure within the school has been incorrectly or unfairly applied in his/her particular case or a concern about a person's behavior should seek to resolve the matter at the level where it has occurred. Follow these steps:

1. Discuss your concern with the faculty or staff member involved first and as soon as possible.
2. If the concern is not resolved, discuss the concern with the chief of administration (Chief of Administration) *within ten (10) days* after the discussion with faculty or staff member.
3. If the concern is not resolved after talking with the Chief of Administration, follow the formal process to submit a written complaint using the appropriate Complaint/Grievance Form for academic or non-academic complaints. There is a two (2) year statute of limitations for filing a formal complaint/grievance from the time of the incident.



STEP 2: FORMAL INTERNAL COMPLAINT/GRIEVANCE

If no agreement is reached in **Step 1**, a student may file a formal complaint, which should be submitted *within ten (10) days* after the meeting with the Chief of Administration. The completed form will be routed to the appropriate office, and you will receive an email confirming receipt.

Select either the academic or non-academic box below to complete the formal complaint/grievance form *only* after Step 1 (described above) has been followed.

Academic Complaint/Grievance (Academic Affairs) examples appeals of grades, academic misconduct, admission, or academic suspension

- [ACADEMIC COMPLAINT/GRIEVANCE FORM \(ACADEMIC AFFAIRS\)](#)

Non-Academic Complaint/Grievance examples: complaints regarding ADA, residence halls, food service, bookstore, or financial aid

- [NON-ACADEMIC COMPLAINT/GRIEVANCE FORM \(STUDENT AFFAIRS\)](#)

STEP 3: FORMAL EXTERNAL PROCESS

When a student has a complaint that is not resolved within the school, the next step is to contact an external authority.

External authorities for students residing in Indiana:

Office for Career and Technical School

Student Complaint Process

OCTS is responsible for reviewing and responding to student claims for monetary reimbursement against post-secondary proprietary schools that are non-credit bearing and non-degree granting. *OCTS adjudicates only claims for monetary reimbursement and cannot adjudicate claims involving programmatic content.* Monetary claims for reimbursement are limited to tuition and fees paid out of pocket by the student. OCTS does not have jurisdiction to adjudicate claims for reimbursement of scholarships, financial assistance, or fee reductions. OCTS cannot offer legal advice or initiate civil court cases.

Students filing claims must meet these requirements:

1. Be a current or former student in a program at a school regulated by OCTS (see [List of Accredited Institutions](#)).



2. Follow and exhaust the school's complaint resolution process with the school directly; or provide a detailed explanation (see Complaint Form in step 3) as to why the school's complaint process was not completed.
3. File a formal claim with OCTS by completing the online [Student Complaint Form](#), and attaching the following documents:
 - a. A statement of the facts supporting the claim and outlining the problem, and
 - b. A copy of the enrollment agreement signed by the student, and
 - c. Copies of all receipts for tuition paid by cash, check, money order or credit card, and
 - d. Any other material which substantiates the claim.

OCTS will review the claim and contact the claimant if additional information or clarification is needed. When the student's initial claim is determined valid by OCTS, OCTS will forward a copy of the claim to the school, and the school will have three (3) weeks to respond. Upon receipt of the school's response, OCTS will adjudicate the claim and issue a final determination. Both the student and the school will receive notification of the OCTS final determination. The determination by OCTS is final and is not appealable through the Department.

NOTE: If you believe a school has acted in a discriminatory manner, you may wish to contact the Indiana Civil Rights Commission using the [ICRC's complaint form](#).