**MEMBA Institute Student Complaint Process**

The purpose of the document it to provide students with the proper steps for filing a complaint.

**Step 1:** The student should complete a complaint form and email the Complaint form to memba@membaconsult.com

**Step 2:** The MEMBA administrator will review ALL complaint forms received and respond with acknowledgement within 24hrs.

* The MEMBA administrator will have 72hrs to review and respond to all complaints received.

**Step 3:** The MEMBA administrator will email the student within 72hrs, with the next course of action.

* IF student is okay with the next course of action the complaint will be stored on file and investigation of the complaint will be deemed closed and resolved.
* IF student is not please was the course of action, please see STEP 4 of the complaint document

**STEP 4:** The student may request a meeting with the Administrator; the Administrator will have 48hrs to schedule a meeting with the student.

* IF the said meeting brings resolve the, the investigation will be deemed closed and resolved.
* IF NO resolve is reached and all steps have been followed, the student may reach out to Office for Career and Technical Schools (OCTS) to file a formal complaint. (See OCTS student complaint process)

***MEMBA Complaint Investigation Form***

Name of person filing the complaint: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program Enrollment: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_

Complainant notified of results via: □ Fax □ mail □ phone call □ in person

**Name of Witness(s) (if applicable)**

May we reveal your identity during the investigation of your complaint? [] Yes [] No

Have you reported this incident or concern to your instructor, if applicable? [] Yes [] No

Briefly describe the incident or your concerns (use additional paper if necessary): Include dates and times, persons involved, and description of what happened. Include attachments, if appropriate.

**Nature of complaint:**

**MEMBA Response**

**Results of investigation:**

**Action taken:**

**Follow-up:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Students Name** **Date**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signature of Student**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Administrator Name**  **Date**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Administrator Signature**

Initials of person investigating complaint: \_\_\_\_\_\_

**OCTS 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](https://www.in.gov/dwd/files/Accredited-Institutions.pdf)).
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](https://www.in.gov/dwd/files/Student_Complaint_Form.pdf), and attaching the following documents:
	1. A statement of the facts supporting the claim and outlining the problem, and
	2. A copy of the enrollment agreement signed by the student, and
	3. Copies of all receipts for tuition paid by cash, check, money order or credit card, and
	4. 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](https://secure.in.gov/apps/icrc/discrimination).