

STUDENT COMPLAINT POLICY

If you have a suggestion or a complaint against the ELIM Outreach Training Center, or any Instructor, we request that your suggestion **or** complaint be addressed to the appropriate authority at ELIM Outreach Training Center.

You will not, in any way, be retaliated against or punished for making a suggestion **or** complaint. Retaliation is prohibited by federal and state law; any evidence of retaliation will be acted upon immediately.

More importantly we value and need your feedback. Please fill out the **Student Complaint Form** (attached).

Provide specific details of the incident(s), which prompt your **COMPLAINT** and the solution/remedy you recommended.

The chain of command is: **student** and **instructor(s)** will ideally try to reconcile the suggestion/complaint, at which point the issue is resolved.

However, if you are not satisfied you as a student may proceed to the next level of resolution in which the Program Director will be involved to achieve resolution.

If these steps are not successful or satisfactory to you the student, may contact

ILLINOIS BOARD OF HIGHER EDUCATION

1 North Old State Capitol Plaza, Suite 333

Springfield, Illinois 6270-13771.

Additionally complaints may be submitted via the **IBHE** online complaint system at <http://complaints.ibhe.org> or the online system is also accessible through the agency's homepage www.ibhe.org.

I have read and understand the process stated above.

Student's PRINTED name

Date

Student's Signature

Telephone Number

Program Director's Signature

Date

ELIM Outreach Training Center
1820 Ridge Rd. Suite 300-301
Homewood, Illinois 60430
Tel# 708-922-9547 Fax# 708-922-9568
E-mail: elim1820@comcast.net
Website- elimotc.com

STUDENT COMPLAINT FORM

Student's First Name _____ Middle Initial _____ Last Name _____

Permanent Street Address _____ City _____ State _____ Zip Code _____

Telephone Number _____ Cell Phone Number _____

Course of Instruction _____ Dates of Enrollment _____ Student's ID# _____

Please describe in details your complaint(s)

❖ *If the concern has to do with tuition and fees did you speak with the business office?*

Yes () No () Results _____ Date _____

❖ *If the concern has to do with an instructor, did you speak with the Program Director?*

Yes () No () Results _____ Date _____

❖ *If the concern involves the behavior of an individual student, did you speak with the student and instructor?*

Yes () No () Results _____ Date _____

❖ *Was a notice of this complaint given to the School Administrator?*

Yes () No () Date: _____ to Whom _____

Student's Signature

Date