

**NORTH CAROLINA COMMUNITY COLLEGE SYSTEM**

**Office of Proprietary Schools**

200 W. Jones Street

Mailing Address:

5001 Mail Service Center

Raleigh, NC 27699-5001

Telephone (919) 807-7061 Fax (919) 807-7169

**PROCEDURES FOR HANDLING COMPLAINTS**

1. All complaints handled by the Office of Proprietary School Licensing and Services staff must be in writing and must include:
  - (A) Permission from the complainant for a copy of the complaint to be sent to the proprietary school. If permission is not included in the complaint letter, a letter is sent to the individual requesting permission for the complaint to be forwarded to the institution. **In cases where permission is not received, the complaint procedures cannot be pursued any further.** Anonymous complaints are not acted upon.
  - (B) Documentation that a reasonable effort was made to resolve the complaint directly with the institution, and
  - (C) Evidence bearing on the issues including names, dates, places and other pertinent information.
2. A copy of the complaint is forwarded to the institution requesting the institution promptly investigate the allegations and respond before a specific date (usually 10 days).
3. In case of advertising violations, a copy of the advertisement is sent to the institution, citing the regulation that may have been violated and requesting a response before a specific date.
4. If a news article or media broadcast carries a negative report on a licensed institution that is brought to the attention of the North Carolina Community College System Office staff, the institution is requested to respond to the statement(s) on or before a specific date.
4. The institution forwards its response to the Office of Proprietary School Licensing and Services staff, at which time the staff reviews it.
  - (A) If it is concluded that the allegations do not establish a violation of licensing standards or any serious deviation of educational standards imposed by the State Board, a letter is sent to the complainant confirming this, along with a copy of the institution's response.
  - (B) If it appears that a licensing standard has been violated or that the institution has not complied with the institution's established policies, licensing staff shall attempt a settlement through negotiation. If there is evidence that the institution may no longer be maintaining minimum standards, an investigation may be made to determine whether the institution's license should be revoked.