Student Complaint/Grievance Procedure
The administration of NESCom develops academic and social policies with proper regard for the rights of students and others in the community. All members of the NESCom/Husson community share a responsibility for maintaining an environment where actions are guided by mutual respect, integrity and reason. The following procedures have been developed to assist a student in the resolution of complaints that may arise.

_Academic Complaints:_
All academic complaints relating to a specific class must first be addressed with the instructor. All other academic complaints that are not course related must be filed with the Dean of Academic Programs.

_Non-Academic Complaints:_
If a student has a non-academic complaint that is related to the student’s educational experience at NESCom, it is strongly recommended that the student address the problem with the Director of Enrollment Management. The Director maintains an open door policy and encourages students to drop by or make an appointment. The Director is ready to discuss any issues that are interfering with a student’s success at NESCom.

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

_Accrediting Commission of Career Schools and Colleges_
2101 Wilson Blvd., Suite 302
Arlington, VA 22201
(703) 247-4533
[www.accsc.org](http://www.accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting the Office Manager or online at [www.accsc.org](http://www.accsc.org).

_Note:_ Persons interested in comparable program information, program length, and tuition costs should contact the Accrediting Commission of Career Schools and Colleges at the address and phone number listed above.