

Questions and Concerns

Any questions, concerns, or grievances a student has about LSB may be directed to the appropriate person. Concerns should first be raised on an informal basis with the instructor, or staff member with whom the student has a concern. In most cases the concern can be resolved in this manner. If this approach does not resolve the concern, students may begin the formal grievance procedure by presenting a written description of the complaint to the instructor or staff member with whom the student has a grievance. This written complaint should include as much information as possible to help in addressing the concern and must include the student's name, address, email address along with mobile and landline numbers.

In the event that a resolution is not achieved at this first level, the student must request that the concern be considered at the next level. There are four levels in the formal grievance process. At the first level the instructor or staff member addresses the concern. At the second level the Student Services Office addresses the concern. At the third level the Academic Dean, Director of Admissions, or Director of Student Finance addresses the concern, where appropriate. At the fourth level the Executive Director addresses the concern. The student and institution both agree that any grievance still remaining will be finally resolved concern. The student and institution both agree that any grievance still remaining will be finally resolved through binding arbitration. Any concerns not acceptably resolved by the Executive Director may be brought to the attention of the State Board of Private Licensed Schools at the following address: Pennsylvania Department of Education, 333 Market Street 12th Floor, Harrisburg, PA 17126-0333.

STUDENT COMPLAINT PROCEDURE

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. This can be accomplished by filing the ACCSC Complaint Form. 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 & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201 (703)
247-4212 www.accsc.org

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting (Marianne Johnson/Executive Director) or online at www.accsc.org.