

**DIVISION OF HIGHER LEARNING
ASSOCIATED BETH RIVKAH SCHOOLS**

COMPLAINT POLICY

Internal Complaint Policy:

Should a problem arise, students are urged to take the following steps to resolve it:

1. Meet first with the faculty or staff member to discuss and attempt to resolve the perceived problem.
2. If the student is unable to meet with faculty or staff member, or has not been able to resolve the grievance satisfactorily, the grievance may be discussed in a meeting with the Dean, or with staff member's superior.
3. If, after a meeting with the faculty or staff member's supervisor the problem has not been resolved to the satisfaction of the student, the student may follow the procedures outlined by DHL accrediting agency (AIJS).

NY State Complaint Policy:

A student also has the right to file a complaint with the State of New York Education Department using the policy below.

The person should first try to resolve the complaint directly with the institution by following the internal complaint procedures provided by the institution. If the complaint is still not resolved, a student may contact the appropriate department below.

Complaints concerning programs in fields leading to professional licensure (e.g., nursing) should be directed to:

Office of the Professions
Professional Education Program Review
Education Building, 2 West
Albany, NY 12234

A complaint against a college in the State University system should be sent to:

State University of New York
Central Administration

State University Plaza
Albany, NY 12246

A complaint against a college in the City University system should be sent to:

City University of New York
Office of the General Counsel
205 East 42nd Street, 11th floor
New York, NY 10017

Civil rights: a complaint involving discrimination based on race, color, national origin, age, disability and sex, including sexual harassment, should be filed with the U.S. Office for Civil Rights:

Office for Civil Rights (OCR) – Enforcement Office
U.S. Department of Education
32 Old Slip, 26th floor
New York, NY 10005 – 2500
Telephone: 646-428-3900
FAX: 646-428-3843
TDD: 877-521-2172
Email: OCR.NewYork@ed.gov

Or with:

NYS Division of Human Rights
<http://www.dhr.ny.gov/how-file-complaint>

A complaint of consumer fraud on the part of the institution should be directed to the Office of the New York State Attorney General, Justice Building, Empire State Plaza, Albany, NY 12223.

For a complaint about state student financial aid matters, contact the Higher Education Services Corporation (HESC) Customer Communications Center at 1-888-NYS-HESC.

Complainants should be aware that the Office of College and University Evaluation does not conduct a judicial investigation and has no legal authority to require a college or university to comply with a complainant's request.

If your complaint does not fall into one of the exceptions noted above, a complaint form can be accessed at:

<http://www.highered.nysed.gov/ocue/spr/documents/complaintform-accessible.pdf>.

Further information regarding filing a complaint with the New York State can be found at <http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>.