**Section 1095.250 Student Complaints**

Schools approved by the Board must *provide to the Board and each student the school's policy for addressing student complaints. Included in this process, the school must provide in its promotional materials and on its Internet website the Board's address and Internet website for reporting complaints*.(Section 55(2) of the Act)

a) *Student complaints must be submitted in writing to the Board* (Section 85(i)(1) of the Act). Information about the complaint may be submitted online through the IBHE website (www.ibhe.org). Additional information regarding the complaint process can be obtained by contacting the Board at:

Illinois Board of Higher Education

Division of Private Business and Vocational Schools

1 N. Old State Capitol Plaza, Suite 333

Springfield IL 62701

Phone Number: (217) 782-2551

Fax Number: (217) 782-8548

b) *Board staff shall contact the school about the complaint by registered mail or other appropriate notification. The school has 10 business days to respond to the Board about the complaint. The Board shall provide a resolution determination to the school. The school may request a hearing about the proposed resolution within 10 business days after the delivery of the complaint by registered mail or other appropriate notification. If the school does not abide by the resolution determination, then the Board can issue a cease and desist order to the school. If the school does not comply with the cease and desist order, then the Board may revoke the school's permit of approval*. (Section 85(i)(2) of the Act)

c) *The complaint may be forwarded to the institution's accrediting body*. (Section 85(i)(3) of the Act)

d) *The Board shall annually issue a public report about the complaints received. At a minimum, the report shall include the institution, the nature of the complaint, and the current resolution status of the complaint. No individual student shall be named in the report*. (Section 85(i)(4) of the Act)

(Source: Amended at 42 Ill. Reg. 151, effective December 19, 2017)