

A grievance is a claim, a complaint, or an expression of concern made by a student regarding certain aspects of their educational experience including misapplication of campus policies, rules, regulations, and procedures, or unfair treatment, such as coercion, reprisal, or intimidation by an instructor or other campus employee, including those on the ground and online. H00912 0 612 792 reW* nBT/F2 14.04 Tf1 0 0 1 36 627.34 Tm0 g0 G(/F2 14.A

A student wishing to escalate their complaint should follow the steps listed below:

1. Discuss the complaint with the person/instructor involved through discussion. A student with a grievance or complaint needs to raise their concerns as soon as possible.

2. If the dispute cannot be resolved within 72 hours, the student is encouraged to

State Licensing Authority

The U.S. Department of Education requires HCI College to provide its students with contacts for the Florida Commission for Independent Education (CIE), which may be contacted in case of an issue. HCI College also reminds and encourages students to attempt to resolve complaints with the College itself. Applicable HCI College policies describing HCI College's Student Grievance Procedure and student complaint and stud

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
Telephone: (703) 247-4212
Email: complaints@accsc.org
www.accsc.org

A copy of the ACCSC Complaint Form is available at the College and may be obtained at www.HCI.edu, by contacting the HCI College Campus President, or online at: www.accsc.org.

U.S. Department of Veteran Affairs

The U.S. Department of Veteran Affairs requires that the College provide you with access to the VA G.I Bill® Feedback System which students may contact in case of an issue. HCI College also reminds and encourages students to attempt to resolve complaints with the institution itself. The VA feedback system can be accessed via the following link: www.benefits.va.gov/GIBILL/Feedback.asp.

