

TERMINATION

Due to the type of training conducted at Phoenix East Aviation, all safety requirements stated in the Phoenix East Aviation Student Handbook, Federal Aviation Regulations, and other related safety requirements are strictly enforced.

A student may be terminated at any time if, in the judgment of Phoenix East Aviation, the student's conduct is considered undesirable, unsafe, or unprofessional.

Students hereby agree and understand that they are not to fly off campus at any other flight training school while attending school with Phoenix East Aviation, in keeping with PEA's policy and Department of Homeland Security regulations. Students understand that conducting pilot training at any other flight school is a direct violation of Phoenix East Aviation's policy and Department of Homeland Security regulations, and will hereby be terminated from school. Students on the M-1 or F-1 visa will have their status terminated with the Student Exchange Visa Information System (SEVIS).

Students enrolled in a program (300 clock hours or more) must follow their program as outlined to the enrollment agreement. Students will lose their program status if they deviate from their training program without permission from the training department (i.e. changing from FAR 141 to FAR 61).

A student may withdraw from training at any time by contacting Phoenix East Aviation by telephone, mail, e-mail, or by completing the Refund Request Form. This form is located in the Student Accounting Office.

STUDENT COMPLAINTS

If a student has a complaint, he/she can speak to their Flight Instructor or Admissions Officer. If they cannot resolve the complaint, then a detailed, written description of the problem can be presented to the Chief Pilot and Director of Admissions. Should the student be dissatisfied with their solution, he/she may petition the President of the company for readdress.

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. When problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET accredited institutions and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.