

## STUDENT COMPLAINTS

In the event that a student has exercised the institution's formal student complaint procedure, and the problem has not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing and mailed, or emailed to the ACCET office. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.
2. The letter of complaint must contain the following:
  - a) Name and location of the ACCET institution;
  - b) A detailed description of the alleged problem(s);
  - c) The approximate date(s) that the problem(s) occurred;
  - d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;
  - e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
  - f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and
  - g) The status of the complainant with the institution (e.g. current student, former student, etc.).
3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).
4. SEND TO:

**ACCET CHAIR,  
COMPLAINT REVIEW COMMITTEE  
1722 N Street, NW  
Washington, DC 20036**

**Telephone:** 202.955.1113  
**Fax:** 202.955.1118 or 202.955.5306  
**Email:** complaints@accet.org  
**Website:** www.accet.org

**Note:** Complainants will receive an acknowledgment of receipt within 15 days.

## REFUND POLICY— PILOTS COURSES

**The refund policy for ground school, courses (Under 300 clock hours) is as follows (amount surrendered by student):**

**First Week:** During the first week of classes, tuition charges withheld will not exceed actual tuition charges incurred.

**After the First Week:** Students will be charged actual tuition charges incurred including, but not limited to, Dual/Solo Aircraft, Simulator training, Ground Instruction (oral), written exam, flight exam, ground school (prorated to actual time), books and other related training aids, plus 15% of the unearned tuition for the training of the course contracted that was not completed.

Special cases will be dealt with on an individual basis. Special cases include, but are not limited to, illness, accident, etc. The refund policy for special cases is that the student will be charged actual tuition charges incurred, plus a \$150.00 administrative processing fee.

All refund calculations will be based on the last date of actual attendance by the student. If an applicant never attends class (No Shows) or cancels the contract prior to the class start date, all refunds due will be made within forty-five (45) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier. For an enrolled student, the refund due will be calculated using the last date of attendance (LDA) and be paid within forty-five (45) calendar days from the documented date of determination (DOD). The date of determination is the date the student gives written or verbal notice of withdrawal to PEA, or the date PEA terminates the student by applying PEA's attendance, conduct, or Satisfactory Academic Progress policy.