

## Student Grievances

Grievances are initially handled in an informal and confidential manner. Feedback, inquiries, or concerns should first be directed, by letter, to the Campus President or may be submitted electronically through the Online Campus. Either the Campus President or Executive Chef will meet with the student as soon as possible, preferably within seven (7) days from the date of the submission. Action, if necessary, will be taken as soon as possible, or within ten (10) days of the date of the meeting with the student.

If a complaint has not been satisfied by AESCA, the Student may file complaints with the Division of Private Occupational Schools (DPOS), Colorado Department of Higher Education located at 1560 Broadway, Suite 1600, Denver, CO 80202. Complaints may also be filed online with the DPOS at [www.highered.colorado.gov/dpos](http://www.highered.colorado.gov/dpos). The phone number is 303-862-3001. However, the Department will not consider any claim filed more than two years after the date the Student discontinues training at AESCA. A person claiming pecuniary loss as a result of a deceptive trade or sales practice by the AESCA or its agents shall first exhaust all complaint and appeals processes available at the AESCA. If the Student's complaint is not resolved to the Student's satisfaction, the person may file with the DPOS Board a written complaint against AESCA or its agents.

If after exercising AESCA's student grievance procedure, the problem(s) have not been resolved, the student has the right to submit a written complaint to: Accrediting Council for Continuing Education and Training (ACCET), Chair, Complaint Review Committee, 1722 N Street, NW, Washington, DC 20036. Telephone: 202-955-1113 Email: [complaints@accet.org](mailto:complaints@accet.org).

Illinois residents enrolled in the Escoffier Online Culinary Arts Fundamentals Program may register complaints in writing with the Board of Higher Education at the following address:

Illinois Board of Higher Education  
Division of Private Business and Vocational Schools  
431 East Adams, Second Floor  
Springfield, Illinois 62701-1404

Information regarding reporting complaints may be obtained through the IBHE website ([www.ibhe.org](http://www.ibhe.org)) or by calling (217) 782-2551.

Click [here](#) to initiate a grievance through the Online Campus portal.