

Student Complaint Process

The Office for Career and Technical Schools is responsible for reviewing and responding to student complaints against post-secondary proprietary schools that are non-credit bearing and non-degree granting. Though staff cannot offer legal advice or initiate civil court cases, they will review submitted complaints and work with student complainants and schools toward a mutually satisfactory resolution.

If you are a student at one of the accredited schools regulated by the State Workforce Innovation Council ([see List of Accredited Institutions](#)) and wish to file a complaint, proceed as follows:

STEP 1. First, concerns should be addressed directly with school staff or faculty. Part of the complaint review process will include contacting the school, so please be sure to follow the school's student complaint process and exhaust your options with the school. If the problem cannot be resolved through the school, proceed to STEP 2.

STEP 2. File a formal complaint by completing the online [complaint form](#).

STEP 3. Staff will review the complaint and contact you should they need additional information or clarification. Staff will forward a copy of the complaint to the school at which time the school will have three (3) weeks to respond. Upon receipt of the school's response, staff will determine if the school's student complaint process has been followed and exhausted and what additional steps or follow up may occur; both parties will receive notification.

NOTE: If you believe a school has acted in a discriminatory manner, you may wish to contact the Indiana Civil Rights Commission using the [ICRC's complaint form](#).

<http://www.in.gov/dwd/2731.htm> is the URL

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