

IMPORTANT NOTICE FOR ONLINE STUDENTS

Everest University Online, a division of Everest University, is not regulated under Chapter 132 of the Texas Education Code.

Everest University¹ is licensed by the Commission for Independent Education, Florida Department of Education. Additional information regarding this institution may be obtained by contacting the Commission at 325 West Gaines Street, Suite 1414, Tallahassee, FL 323099-0400, toll-free telephone number (888)224-6684.

Everest University is accredited by the Accrediting Council for Independent Colleges and Schools (ACICS). ACICS is listed as a nationally recognized accrediting agency by the United States Department of Education. Its accreditation of degree-granting institutions also is recognized by the Council for Higher Education Accreditation.

STUDENT COMPLAINT PROCEDURE

Complaints are defined as any student concern regarding school programs, services, or staff not addressed by other school policies. Students have the right to file a complaint with the school at any time. Students are encouraged to first attempt to informally resolve their complaint with the instructor or staff member in the department most directly connected with their complaint. Students who are unable to resolve their complaint informally should submit their complaint in writing to the School President. The President will meet with the student to discuss the complaint and provide the student with a written response within seven calendar days of the meeting. Students who are not satisfied with the response of the President may contact the Student Help Line at (800)874-0255 or email at studentservices@cci.edu.

Students who feel that the school has not adequately addressed a complaint may consider contacting the accrediting agency. All complaints submitted to the agency must be in written form and directed to:

Accrediting Council for Independent

Colleges and Schools

750 First Street, N.E., Suite 980

Washington, DC 20002-4223

(202) 336-6780

Students may also contact and file a complaint with the state's licensure agency and the state's Attorney General's office at the following mailing addresses:

Florida Department of Education
Commission for Independent Education
325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
Fax: (850)245-3238
Email: amy.lefstead@fldoe.org

Florida Office of the Attorney General
PL-01 The Capitol
Tallahassee, FL 32399-1050
Ph: 850-414-3990
Toll Free within Florida: 866-966-7226
Website: <http://myfloridalegal.com>

South Orlando, Brandon and Pompano Florida campuses