

IMPORTANT NOTICE FOR ONLINE STUDENTS

Everest College Colorado Springs is not regulated under Chapter 132 of the Texas Education Code.

Everest College Colorado Springs is licensed by the Colorado Department of Higher Education, Private Occupational School Board, and accredited by the Accrediting Council for Independent Colleges and Schools (ACICS).

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@zenith.org

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:

Colorado Department of Higher Education Division of Private Occupational Schools
1560 Broadway, Suite 1600 Denver, CO 80202
Phone: (303) 862-3001
Website: <http://higherred.colorado.gov/dpos/>

Colorado Attorney General
1525 Sherman St.
Denver, CO 80203
Ph: 303-866-4500
Consumer Line: 800-222-4444
Fax: 303-866-5691 attorney.general@state.co.us
Website: <http://www.coloradoattorneygeneral.gov/>