

## **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 University 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.

## **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](mailto: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:

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](mailto: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>