

Commission on Postsecondary Education
2800 E. St. Louis Avenue
Las Vegas, NV 89104

Email to: sbeckett@detr.nv.gov
Fax: 702-486-7340

STUDENT COMPLAINT FORM

To file a complaint against a postsecondary institution subject to the laws of the Nevada Commission on Postsecondary NRS and NAC Chapters 394, please fill out and submit this form via our portal at <https://ft.nvdetr.org/form/CPE> or to the address or fax listed above.
(Please type or write legibly in ink)

COMPLAINT REGISTERED AGAINST		
NAME OF INSTITUTION		
ADDRESS		PHONE NUMBER
CITY	STATE	ZIP
PROGRAM OR COURSE NAME		
STUDENT STATUS - Last date of Attendance ☐ CURRENTLY ATTENDING ☐ TERMINATED ☐ GRADUATED ☐ WITHDRAW ☐ Last Date of Attendance _____		
STUDENT FILING COMPLAINT		
LAST NAME	FIRST	MIDDLE INITIAL
MAILING ADDRESS		
CITY	STATE	ZIP
EMAIL		TELEPHONE
AUTHORIZATION		
THE FILING OF THIS COMPLAINT DOES NOT PROHIBIT YOU FROM CONCURRENTLY FILING A CIVIL ACTION AND DOES NOT AFFECT YOUR REPAYMENT OBLIGATION UNDER ANY STUDENT LOAN AGREEMENT. By signing below, I certify that: • I have attempted to resolve this matter directly with the institution. • The information provided in this complaint is true and complete to the best of my knowledge. • I understand that the Nevada Commission on Postsecondary Education does not guarantee a particular outcome but will review this complaint under NRS 394.520 and related regulations. <u>IMPORTANT INFORMATION REGARDING YOUR COMPLAINT</u> • If your complaint is about a grade appeal, the Commission cannot assist. • If your complaint is about an ADA violation, please contact the Office for Civil Rights at 800-421-3481. • If your complaint is about Federal Financial Aid, a review can be conducted; however, any financial aid is subject to Return to Title IV (R2T4). • The Commission only has jurisdiction over institutions licensed in Nevada. Complaints outside the Commission's jurisdiction will not be investigated. Once a formal complaint has been submitted, the Commission will communicate via email to maintain a clear and complete record. I understand that this complaint may be used in administrative or legal proceedings. STUDENT SIGNATURE: _____ DATE: _____		

Supporting Documentation

To properly investigate your complaint, our office must obtain information directly from you, the student. Please provide copies of the following (if applicable):

- Your Enrollment Agreement
- Receipts or payment records showing tuition or fees paid
- The school's catalog, student handbook, or written policies
- Any communication with the school related to your complaint (such as text messages, emails, or voicemails)
- Unless the institution continues to send items relating to this complaint, please do not submit multiple emails of the previously submitted documentation.

DETAILS OF COMPLAINT

Please provide a detailed description of the issue(s) you experienced. Include names, dates and specific facts supporting your complaint. Attach additional pages if necessary.

SUPPORT DOCUMENTATION PROVIDED ☐ YES ☐ NO

HAVE YOU ATTEMPTED TO RESOLVE THIS MATTER WITH THE SCHOOL? ☐ YES ☐ NO
IF YES, WHOM DID YOU SPEAK WITH, WHAT WAS THE DATE (S) AND RESULTS?

Instructor/Staff Identification

Please provide the first and last names of any instructors/staff involved in this complaint

Did you receive the following documents upon enrolling:

School Catalog _____ yes _____ no _____ unsure

Enrollment Agreement _____ yes _____ no _____ unsure

Handbook _____ yes _____ no _____ unsure

Receipts for payment _____ yes _____ no _____ unsure

Were the following policies explained to you when you enrolled or reviewed via catalog or handbook? (Yes, No or Unsure)

Tuition and fees

Grading

Attendance

Conduct

Withdrawal/Cancel

Refund

Who is your school director?