

Authorized School Complaint Procedure

Authority: O.C.G.A. § 20-3-250 et al.

1. Any student who files a complaint will submit the Authorized School Complaint Form to NPEC, which will then be referred to the appropriate Standards Administrator (SA); the following timeline can be expected:
 2. The complainant shall receive a confirmation email within 2 business days of NPEC's receipt of complaint.
 3. The SA will receive the complaint within 2 business days of the complainant receiving the receipt of complaint.
 4. The SA will contact the complainant within 3 business days of SA's receipt of complaint.
 5. Although the SA will make every effort to resolve the complaint in as timely a manner as possible, he or she will contact the complainant with an update of the complaint status within 30 days and 60 days of the initial contact.
 6. The SA will render a decision per his or her current information regarding the complaint.
- The student has the right to withdraw at any point the complaint, resulting in termination of NPEC's actions.

If the complaint cannot be resolved by the SA, either party has a right to request a hearing with the Executive Director of the Georgia Nonpublic Postsecondary Education Commission (NPEC) within 10 business days of receipt of SA's decision. The hearing request must be in writing. The following may be determined at the hearing:

The Executive Director will issue an order finding 1) that there were no violations of NPEC's rules/regulations, 2) that the institution must cease and desist from actions that violate NPEC's rules/regulations, 3) that the student is entitled to full or partial restitution, and/or 4) that any penalty provided for in 20-3-250.21 will be imposed on the institution.

The Executive Director may refer the request for a hearing to the Office of State Administrative Hearings (OSAH) for the issuance of a decision.

If unsatisfied with the decision of either the Executive Director or OSAH, any party may appeal to the full Commission within 10 business days of the decision.

Any party aggrieved of the final decision of the Commission may appeal to the Superior Court pursuant to O.C.G.A § 20-3-250.16.