
Student Civil Rights

Civic Rights Opportunities

Vote: Pinnacle Career Institute strongly encourages all student to participate in both the local and national government process. Students are encouraged to vote in local, state, and national elections, and if unable to vote prior to or after class, a student may make arrangements with their instructor to leave class to vote. Students may also register to vote at the campus.

Constitution Day: Pinnacle Career Institute recognizes Constitution Day each September 17th. Events are planned during the week to celebrate this important day to our country.

Nondiscrimination Policy

Pinnacle Career Institute is committed to a policy of nondiscrimination on the basis of sex, race, color, marital status, national origin, disability, or religion in their admissions policies, educational programs, activities, and employment as specified by federal and state laws.

These laws include Title VI of the Civil Rights Act of 1964, hereinafter referred to as **Title VI**, the Americans with Disabilities Act, hereinafter referred to as **ADA**, Section 504 of the Rehabilitation Act of 1973, hereinafter referred to as **Section 504**, and Title IX of the Education Amendments of 1972, hereinafter referred to as **Title IX**. Inquiries, complaints and grievances, academic and nonacademic, regarding Title VI, Section 504, ADA, and Title IX may be addressed to:

Executive Vice President
Pinnacle Career Institute
10301 Hickman Mills Drive
Kansas City, MO, 64137
Telephone: 816-331-5700

The faculty and staff of the school recognize that at times problems, grievances, and complaints may arise. Therefore, the school has established a step-by-step procedure to help resolve civil rights complaints and grievances in all situations whether their origins are academic or nonacademic. The complaint procedure, including a statement of student's rights, as set out below, will be discussed in new student orientation and is posted in the student lounge. In addition, a copy of the procedure may be obtained from the Program Lead, Director of Education, or the Executive Director.

Civil Complaint/Grievance Procedure

Students having civil rights complaints, which cannot readily be resolved through normal channels, may request the assistance of the individual program lead whom will assist the student at each step of the procedure.

Step 1 – The complaint may be brought to the Executive Director. The Executive Director shall investigate the complaint and provide a resolution to the student within five working days. If the Executive Director cannot satisfactorily resolve the complaint, or the student is unsatisfied with the resolution, within five working days thereafter, the student may appeal the matter to:

Executive Vice President
Pinnacle Career Institute
10301 Hickman Mills Drive
Kansas City, MO 64137
Telephone: 816-331-5700

Step 2 – The Executive Vice President for the school will review the resolution(s) and make a final decision within five working days. In all cases, the decision of the Executive Vice President shall be final.

Student Rights

Students have the following rights at all stages of the Complaint/Grievance Procedure.

- The right to appeal at each level to the next higher level;
- The right to an impartial decision-maker;
- The right to relevant information unless it is otherwise confidential;
- The right to be free from retaliation for pursuing a grievance or complaint;
- The right to present evidence and witnesses;
- The right to representation;
- The right to keep the proceedings as confidential as possible.

Non-Civil Rights Complaints and Grievances

The faculty and staff of the school recognize that at times problems and complaints may arise. The school is committed to keeping the lines of communication open with all students, graduates, and other parties that have an interest in the actions of the school. Therefore, the school has established a complaint procedure to help resolve these situations. The complaint procedure will be discussed in new student orientation and is posted in the student lounge. In addition, a copy of the procedure may be obtained from the Program Lead, Director of Education, or the Executive Director.

A student having a complaint should first discuss it with the instructor and the Campus Director of Education. If the issue cannot be resolved to the student's satisfaction, they should submit a written complaint to the Executive Vice President by email or in person at the campus. The Executive Vice-President will investigate the complaint and will provide a response within 5 business days after the complaint is officially submitted. If the student is not satisfied with the resolution, the student may request the matter to be referred to the school's President. The President will review and provide a final response within 14 days of the written request for final review. The decision of the President shall be final.

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212
www.accsc.org



A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting (name/position) or online at www.accsc.org.

State Authorization and Contact Information for State Regulatory Bodies

Pinnacle Career Institute is regulated by the Missouri Coordinating Board of Higher Education (CBHE). The following is the policy for complaint resolutions with the CBHE:

CBHE Policy on Complaint Resolution

Introduction

In order for institutions of higher education to participate in the federal student aid programs authorized by Title IV of the Higher Education Act of 1965, an institution must be legally authorized to provide post-secondary educational programs within the state in which it is located. By rule promulgated by the U.S. Department of Education, part of this "state authorization" requirement is that the state must have "a process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws" 34 C.F.R. § 600.9(a)(1). For its part, the institution must "provide students or prospective students with contact information for filing complaints with its accreditor and with

its State approval or licensing entity and any other relevant State official or agency that would appropriately handle the student's complaint." *Id.* at § 668.43(b).

The Coordinating Board has determined that from the perspective of the institutions and of students and prospective students, it is preferable to have a simplified process with a central clearinghouse for addressing complaints rather than a complex matrix of contact points that might not cover every possible complaint and might also easily become outdated. Therefore, this policy sets out a process by which the Missouri Department of Higher Education will serve as the clearinghouse for complaints concerning colleges and universities authorized to operate in the State of Missouri, acting on those within its purview and forwarding those that are not to other entities for their appropriate action.

Complaints Not Covered

Complaints concerning laws not applicable to a state institution of higher education are not covered by this policy. Complaints of criminal misconduct should be filed directly with local law enforcement authorities. Complaints relating to violations of Federal law should be filed directly with the Federal agency having cognizance over the matter in question (e.g., violations of the Family Educational Rights and Privacy Act with the U.S. Department of Education).

Exhaustion of Remedies at the Institutional Level

Many issues fall within areas that generally are within the sole purview of an institution and its governing board. Examples include, but may not be limited to, complaints related to student life (such as, student housing, dining facilities, or student activities and organizations) and certain academic affairs (such as the assignment of grades). Moreover, issues or complaints are generally more speedily and appropriately resolved within the grievance channels available at the institution. Face-to-face discussion of the matter through open door policies or other informal means is the preferred starting point. Should that fail, the complainant should use formal dispute resolution mechanisms provided by the institution. Exhaustion of all informal and formal institutional processes, including both campus processes and any applicable system processes, is a prerequisite to filing any formal complaint with the MDHE pursuant to this policy.

Process

If a mutually agreeable resolution cannot be reached at the institutional level, the student or prospective student may proceed with the MDHE's formal complaint process. The complaint must be submitted in writing, using a complaint form provided by the MDHE. It may be mailed or faxed to the department and should include any other supporting documentation. The MDHE will acknowledge receipt of the complaint, either in writing or by email. Such acknowledgment, however, will not constitute a determination that the complaint addresses a law applicable to the institution or otherwise is a complaint covered by the policy. If there is no indication that institutional remedies have been exhausted, the complaint will be returned for that purpose.

Filing a complaint pursuant to this policy cannot, and does not, extend or satisfy any statutory deadlines that may apply to filing particular complaints with any other state or federal agency having jurisdiction over such matters.

Complaints that fall within the jurisdiction of the CBHE will be investigated and resolved as appropriate by the relevant unit of the MDHE. Complaints that fall within the jurisdiction of another State agency or are within the purview of an institution's accrediting body will be forwarded to that agency for appropriate investigation and resolution. The agency to which the complaint is forwarded will keep the MDHE apprised of on-going status and final disposition of the complaint. All parties to the complaint will be notified of its resolution by mail.

The MDHE will keep a log of all complaints and record the date received, the name of the complainant, the institution against which the complaint is made, a brief description of the complaint, the agency addressing the complaint, and the date and nature of its disposition.

Note: Prior to initiating this formal process, complainants must first call the MDHE at 573-526-1577 to indicate their desire to file a complaint. At that time, the MDHE will ascertain whether the issue can be resolved through informal means and also determine whether administrative processes available within the institution of concern have been exhausted. If after that screening the complainant still desires to initiate a formal complaint, the MDHE will send the complainant the form to be filled out and returned for that purpose.

For Online students who reside in Alabama, Arizona, Arkansas, Georgia, Kentucky, Maryland, Minnesota, Missouri, New Mexico, Tennessee, Washington or Wisconsin, students can file a complaint with their own state regulatory agency. All other Online students should file external complaints with the Missouri Coordinating Board for Higher Education. The following is a list of the contact information for all state regulatory bodies.

Student Complaints and Student Consumer Information by State Official/Agency

State official/agency contact information for each U.S. state/territory that could handle a student's complaint is as follows:

Alabama

Alabama Commission on Higher Education, P.O. Box 302000 Montgomery, AL 36130-2000; Telephone: 334-242-1998; Fax: 334-242-0268; Website: <http://www.ache.alabama.gov/Content/Departments/NRI/federal-reg.pdf>

Alaska

Kierke A. Kussart, Program Coordinator for Institutional Authorization, Alaska Commission on Postsecondary Education, PO Box 110505, Juneau, AK 99811-0505, Telephone: 907-465-6741, E-mail: EED.ACPE-IA@alaska.gov, Website: http://acpe.alaska.gov/About_Us/Consumer_Protection

Arizona

Keith Blanchard, Deputy Director/Investigator, Telephone: 602-542-5769, E-mail: Keith.blanchard@azppse.gov, Website: <https://ppse.az.gov/complaint>

Arkansas

ICAC Coordinator, Arkansas Department of Higher Education, 114 East Capitol, Little Rock, AR 72201, E-mail: ICAC@ADHE.EDU, Website: https://static.ark.org/eeuploads/adhe/APPENDIX_J_Student_Grievance_complaint_process_Revised_2015.doc

California

Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, Telephone: 916-431-6969, Fax: 916-263-1897
Website: <http://www.bppe.ca.gov/enforcement/complaint.shtml>

Colorado

Heather DeLange, Academic Policy Officer, 1560 Broadway, Suite 1600, Denver, CO 80202, Telephone: 303-866-4209, E-mail: heather.delange@dhe.state.co.us, Website: <http://highered.colorado.gov/Academics/Complaints/default.html>

Connecticut

Education & Employment Information Center, Telephone: 800-842-0229, E-mail: edinfo@ctohe.org, Website: <http://www.ctohe.org/StudentComplaints.shtml>

Delaware

The Delaware Department of Education, Teacher and Administrator Quality, John W. Collette Resource Center, 35 Commerce Way, Dover, DE 19904
Telephone: 302-857-3388, E-mail: IHE@doe.k12.de.us, Website: www.doe.k12.de.us

District of Columbia

Office of the State Superintendent of Education, Education Licensure Commission, 810 First Street, NE, 9th Floor, Washington, DC 20002
Website: <http://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints>

Florida

Commission for Independent Education, 325 W. Gaines Street, Suite 1414, Tallahassee, FL 32399-0400, E-mail: amy.lefstead@fldoe.org, Fax: 850-245-3238, Website: <http://cdn.fldoe.org/policy/cie/file-a-complaint.stml>

Georgia

Nonpublic Postsecondary Education Commission, 2082 East Exchange Place, Suite 220, Tucker, Georgia 30084-5305, Telephone: 770-414-3300, Fax: 770-414-3309, Website: <http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/>

Hawaii

Bobbi Lum-Mew, HPEAP Administrator, P.O. Box 541, Honolulu, HI 96809. Telephone: 808-586-7327, E-mail: hpeap@dcca.hawaii.gov, Website: <http://cca.hawaii.gov/hpeap/files/2013/08/Student-Complaint-Form.pdf>

Idaho

Val Fenske, State Coordinator for Private Colleges & Proprietary Schools, Office of the (Idaho) State Board of Education, 650 W. State St, (POB 83720), Boise, ID 83720-0037, Telephone: 208-332-1587, Fax: 208-334-2632, E-mail: Valerie.fenske@osbe.idaho.gov, Website: https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp

Illinois

Richard Tapia, Associate Director for Diversity and Outreach, 1 N Old State Capitol Plaza, Suite 333, Springfield, Illinois 62701, Telephone: 217-557-7359
E-mail: tapia@ibhe.org, Website: <http://complaints.ibhe.org/>

Indiana

Sara E. Appel, M.A., Academic Programs Manager, Indiana Commission for Higher Education, 101 West Ohio Street, Suite 550, Indianapolis, IN 46204-1984, Telephone: 317-464-4400, Fax: 1-317-464-4410, Email: sappel@che.in.gov

Tara L. Adams, Accreditation Coordinator, Indiana Board for Proprietary Education, Indiana Commission for Higher Education, 101 West Ohio Street, Suite 670, Indianapolis, IN, 46204-1984, Telephone: 317-464-4400 Ext. 141, Fax: 317-233-4219, Email: tadams@bpe.che.IN.gov, Website: <http://www.in.gov/che/2744.htm>

Iowa

Carolyn Small , Postsecondary Registration Administrator , Telephone: 877-272-4456 , Website: <https://www.iowacollegeaid.gov/content/constituent-request-review>

Kansas

Jacqueline G. Johnson , Director of Private/Out-of-State Postsecondary Education , 1000 SW Jackson, Ste 520 , Topeka, KS 66612 , Telephone: 785-430-4240 , E-mail: jjohnson@ksbor.org , Website: http://kansasregents.org/academic_affairs/private_out_of_state/complaint_process

Kentucky

Director of Postsecondary Licensing , Council on Postsecondary Education ,1024 Capital Center Drive, Suite 320 , Frankfort, KY 40601 , E-mail: cpeconsumercomplaint@ky.gov , Website: <http://cpe.ky.gov/institutions/>

Louisiana

Consumer Protection Division/Office of the Attorney General , P.O. Box 94005 , Baton rouge, LA 70804-9005 , Telephone: 1-800-351-4889 OR 225-326-6400 , Fax: 225-342-9318 , Website: <http://www.regents.la.gov/page/StudentComplaints>

Maine

Angel Martinez Loreda , Higher Education Specialist , Maine Department of Education , Augusta, Maine 04333 , Telephone: 207-624-6846, E-mail: angel.loredo@maine.gov , Website: <http://www.maine.gov/education/highered/DegGrant/DegGrantAuth.htm>

Maryland

Maryland Attorney General , Academic Affairs/Student Complaints , Maryland Higher Education Commission , 6 N. Liberty street, 10th Floor , Baltimore, MD 21201 , Baltimore, MD 21202 , Telephone: 410-767-3301 or 800-974-0203 (toll-free) , Fax: 410-332-0270 , E-mail: acadprop@mhec.state.md.us , Website: <http://www.mhec.state.md.us/career/pcs/gripe.asp>

Massachusetts

Angela Williams , Paralegal and Coordinator for Accountability & Regulatory Affairs , Telephone: 617-994-6963 , E-mail: awilliams@bhe.mass.edu , Website: <http://www.mass.edu/forstufam/complaints/complaints.asp>

Michigan

Dept. of Licensing and Regulatory Affairs , Bureau of Commercial Services, Licensing Division , Proprietary School Unit , PO Box 30714 , Lansing, Michigan 48909 , Fax: 517-373-3085 , Website: http://www.michigan.gov/lara/0,4601,7-154-61343_35414_60647_2739--,00.html

Minnesota

George R. Roedler, Jr., JD. , Manager, Institutional Registration and Licensing , Minnesota Office of Higher Education , 1450 Energy Park Drive, Suite 350 , St. Paul, MN 55108 , Telephone: 651-259-3975 , Fax: 651-642-0675 , E-mail: George.roedler@state.mn.us , Website: <http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Mississippi

Menia Dykes , Director of Accreditation , Mississippi Commission on College Accreditation , 3825 Ridgewood Road , Jackson, MS 39211, E-mail: mdykes@mississippi.edu , Website: <http://www.mississippi.edu/mcca/>

Missouri

Missouri Department of Higher Education , Telephone: 573-526-1577 , Fax: 573-751-6635 , E-mail: info@dhe.mo.gov , Website: <http://dhe.mo.gov/documents/POLICYONCOMPLAINTRRESOLUTION-reviseddraft.pdf>

Montana

Montana University System , Office of the Commissioner of Higher Education , 2500 Broadway Street , P.O. Box 203201 , Helena, MT 59620-3201 , Telephone: 406-444-6570 , Website: <http://mus.edu/MUS-Statement-of-Complaint-Process.asp>

Nebraska

Kathleen Fimple , Academic Programs Officer , Nebraska's Coordinating Commission for Postsecondary Education , Telephone: 402-471-0030 , E-mail: kathleen.fimple@nebraska.gov , Website: <https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

Nevada

Commission on Postsecondary Education , 8778 S Maryland Parkway, Suite 115 , Las Vegas, NV 89123 , Fax: 702-486-7340 , E-mail: mjwu@cpe.state.nv.us , Website: <http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

New Hampshire

Edward MacKay , Director, Division of Higher Education/Higher Education Commission , 101 Pleasant Street , Concord, NH 03301 , Telephone: 603-271-0256 , E-mail: Edward.mackay@doe.nh.gov , Website: <http://www.education.nh.gov/highered/colleges/index.htm>

New Jersey

Rochelle Hendricks , Office of the Secretary of Higher Education , ATTN: Complaints , P.O. Box 542 , Trenton, NJ 08625-0542 , Telephone: 609-292-4310 , Website: <http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

New Mexico

Diane Vigil-Hayes , Private & Proprietary Schools Administrator and Compliance Officer , New Mexico Higher Education Department , 2048 Galisteo Street , Santa Fe, NM 87505 , Telephone: 505-476-8418 , E-mail: Diane.Vigil@state.nm.us , Website: <http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx>

New York

New York State Education Department , Office of College and University Evaluation , EBA Room 969 , 89 Washington Ave , Albany, NY 12234 , E-mail: ekramer@mail.nysed.gov , Website: <http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

North Carolina

Post-Secondary Education Complaints , C/O Director of Licensure , University of North Carolina General Administration , 910 Raleigh Road , Chapel Hill, NC 27514 , Telephone: 919-962-4558 , E-mail: studentcomplaint@northcarolina.edu , Website: http://www.northcarolina.edu/sites/default/files/documents/student_complaint_form.pdf

North Dakota

Parrell D. Grossman, Director , Office of Attorney General, Consumer Protection and Antitrust Division , Gateway Professional Center, 1050 East Interstate , Avenue, Ste. 200 , Bismarck, ND 58503 , Telephone: 701-328-5570 , E-mail: pgrossman@nd.gov , Website: <http://www.nd.gov/cte/>

Ohio

Max Exline , Telephone: 614-728-3095 , Fax: 614-466-5866 , E-mail: mexline@regents.state.oh.us ,
Website: <https://www.ohiohighered.org/students/complaints>

Oklahoma

Mr. Jose Dela Cruz , Coordinator of Academic Affairs Projects , Oklahoma State Regents for Higher Education , Telephone: 405-225-9141 ,
Website: <http://www.okhighered.org/current-college-students/complaints.shtml>

Oregon

Juan Baez-Arevalo , Director of Private Postsecondary Education , Oregon Higher Education Coordinating Commission , 775 Court St. NE , Salem, OR 97301

Telephone: 503-947-5977 , E-mail: juan.baez-arevalo@state.or.us , Website: <http://www.ode.state.or.us/search/results?id=83>

Pennsylvania

Division of Higher & Career Education , Pennsylvania Department of Education- Postsecondary and Adult Education , 333 Market Street, 12th Floor , Harrisburg, PA 17126-0333 , Telephone: 717-783-8228 , Fax: 717-722-3622 , E-mail: ra-collunivseminfo@pa.gov ,
Website: <http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1>

Rhode Island

Commission of Higher Education , RI Office of Higher Education , 80 Washington Street, Suite 524 , Providence, RI 02903 ,
Website: <http://www.ribghe.org/8a1031912.pdf>

South Carolina

SC Commission on Higher Education , Academic Affairs , Attn: Student Complaint , 1122 Lady Street, Suite 300 , Columbia, SC 29201 , E-mail: submitcomplaint@che.sc.gov , Website: http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf

South Dakota

South Dakota Attorney General , 1302 E. Hwy 14, Suite 1 , Pierre, SD 57501-8501 , Telephone: 605-773-3215 , E-mail: atghelp@state.sd.us ,
Website: <http://sdsos.gov/general-information/postsecondary-education/default.aspx>

Tennessee

Shauna Jennings , Investigations Officer & Complaint Specialist , Tennessee Higher Education Commission , 404 James Robertson Parkway, Suite 1900 ,

Nashville, TN 37243 , E-mail: shauna.jennings@tn.gov , Telephone: 615-741-0662 , Website: <http://tn.gov/thec/article/frequently-asked-postsecondary-questions>

Texas

William Franz, General Counsel , Texas Higher Education Coordinating Board , Office of General Counsel , P.O. Box 12788 , Austin, TX 78711-2788

E-mail: william.franz@thehb.state.tx.us , Website: <http://www.thehb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>

Utah

Utah Division of Consumer Protection, Attn: Complaint Processor , 160 East 300 South , Salt Lake City, UT 84114-6704 , Telephone: 801-530-6601

Website: <http://consumerprotection.utah.gov/complaints/index.html>

Vermont

Cathy Hilgendorf , Postsecondary Approval Coordinator , Vermont Agency of Education , 120 State Street , Montpelier, VT 06620 , Telephone: 802-828-5402 , E-mail: cathy.hilgendorf@state.vt.us , Website: http://education.vermont.gov/documents/EDU-VTAOE-Complaint_Resolution_for_Postsecondary_Education.pdf

Virginia

State Council of Higher Education for Virginia, Telephone: 804-371-2285 , Website: <http://schev.edu/index/students-and-parents/resources/student-complaints>

Washington

Karen Oelschlager , Program Administrator /Degree Authorization , Washington Student Achievement Council , Telephone: 360-753-7869 , E-mail: kareno@wsac.wa.gov , Website: <http://www.wsac.wa.gov/student-complaints>

West Virginia

Dr. Kathy Butler, Senior Director of Academic Affairs , WV Higher Education Policy Commission , 1018 Kanawha Blvd., E. Suite 700 , Charleston, WV 25301

Telephone: 304-558-0261 , E-mail: kbutler@hepc.wvnet.edu , Website: <https://www.wvhepc.org/resources/133-20.pdf>

Wisconsin

Blanca James, Office Operations Associate , P.O. Box 8696 , Madison, WI 53708-8696 , Telephone: 608-266-1996 , E-mail: blanca.james@eab.wisconsin.gov

Website: <http://eab.state.wi.us/resources/complaint.asp>

Wyoming

Elaine Marces, Wyoming Department of Education , Telephone: 307-777-6210 , E-mail: elaine.marces@wyo.gov

Website: <https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/>