

# **Student Grievance Procedures**

**NOTICE MUST BE POSTED IN A CONSPICUOUS PLACE PER NRS 394.443**

Students enrolled in licensed, private postsecondary educational institutions, have the right to register a legitimate complaint with the Commission on Postsecondary Education.

Prior to filing a complaint, you must attempt to resolve the issue with school officials according to the policies of the school which you are attending. If you are unable to reach a resolution, you may contact the Commission (see below) and we will attempt to resolve the issue.

If a resolution cannot be reached, you will be required to complete a formal complaint form. Formal complaints are investigated by staff and a decision issued by the administrator of the Commission. If either party does not agree with that decision, an appeal to the full Commission may be requested.

NRS 394.520 allows for the following:

1. A full refund can be ordered if it is determined that the school substantially failed to furnish the education agreed to in the enrollment contract;
2. One-half of all monies paid can be ordered if it is determined that the school substantially furnished the education stated in the enrollment contract but the conditions were substandard to the point the student could not be expected to complete the training.

More information, including complaint forms, is available at [www.cpe.state.nv.us](http://www.cpe.state.nv.us), or contact:

**Commission on Postsecondary Education  
3663 East Sunset Road Suite 202  
Las Vegas, Nevada 89120  
702-486-7330 (Ph)  
702-486-7340 (Fax)**