



## STUDENT COMPLAINT PROCEDURE

If a problem occurs relating to the school, the student should take the following steps:

- Students who have questions or concerns should direct their inquiries to the appropriate faculty member or an Assistant Director of Nursing (ADON). If the student does not feel that the issue was resolved, an appointment with the Director of Nursing should be made. The Campus Director is available to meet with the Director of Nursing and the student when needed. Complaints to the Campus Director should be made in writing.
- If the situation remains unresolved after discussion with the Campus Director, the student should contact the Corporate Office of Prism Career Institute at 856-317-0100.
- Prism Career Institute Philadelphia Campus is licensed by the Pennsylvania State Board of Nursing, and the New Jersey campuses are licensed by the New Jersey Department of Labor and Workforce Development. Any complaints or concerns not satisfactorily resolved by the Prism Campus Director or other School officials may be brought to the attention of these state agencies at the following addresses:

**Philadelphia Campus:** Pennsylvania State Board of Nursing  
2601 N. 3<sup>rd</sup> Street  
Harrisburg, PA 17110

**New Jersey Campuses:** NJ Department of Labor and Workforce Development  
PO Box 055  
Trenton, NJ 08625-0055

- The student also has the right to contact Prism Career Institute's accrediting organization, Accrediting Council for Continuing Education & Training (ACCET) Complaints should be submitted in writing and mailed, or emailed to the ACCET office.

Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.

1. The letter of complaint must contain the following:
  - a. Name and location of the ACCET institution;
  - b. A detailed description of the alleged problem(s);
  - c. The approximate date(s) that the problem(s) occurred;
  - d. The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;
  - e. What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
  - f. The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and
  - g. The status of the complainant with the institution (e.g. current student, former student, etc.).

In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

SEND TO: ACCET CHAIR, COMPLAINT REVIEW COMMITTEE  
1722 N Street, NW Washington, DC 20036  
Telephone: (202) 955-1113  
Fax: (202) 955-1118 or (202) 955-5306

- Students also have the right to contact Prism Career Institute's New Jersey accrediting organization, New Jersey Board of Nursing. Complaints should be submitted in writing and mailed or emailed to the NJ BON. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.

1. The letter of complaint must contain the following:
  - a. Name and location of the NJ BON institution;
  - b. A detailed description of the alleged problem(s);
  - c. The approximate date(s) that the problem(s) occurred;
  - d. The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;
  - e. What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting NJ BON;
  - f. The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, NJ BON will not reveal his or her name to the institution involved; and
  - g. The status of the complainant with the institution (e.g. current student, former student, etc.).

2. In addition to the letter of complaint, copies of any relevant supporting documentation should be included (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

Send to:

New Jersey Board of Nursing  
124 Halsey St, Newark, NJ 07102  
Telephone: [\(973\) 504-6430](tel:9735046430)

Complaints regarding violations of the Federal Educational Rights and Privacy Act (FERPA) can be filed with the governmental office that administers FERPA:

Family Policy Compliance Office  
United States Department of Education  
400 Maryland Ave, SW  
Washington, D.C. 20202-4605