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## PROVIDER COMPLAINT PROCEDURE

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- (a) Background:** CTEC has a goal of assuring that all approved education providers meet the standards set by CTEC. One aspect of that goal is the proper handling of complaints against providers. In doing so, CTEC will respond in a timely fashion to complaints concerning providers.
- (b) Overview:** Providers are encouraged to receive and resolve questions and complaints without involving CTEC. CTEC's role is to assist those with complaints. CTEC will:
- (1)** Facilitate complainant's contact with the provider;
  - (2)** Inform the provider and student of their respective responsibilities; and,
  - (3)** Use CTEC's authority to help resolve complaints that have not been resolved, particularly those complaints which involve violations of CTEC's education standards and policies.
- (c) Method of Contact:**
- (1) Phone Contacts** - Complaints made over the phone will be handled in accordance with the provisions described in CP04(a) and (b) above. If the complainant has contacted the provider in writing but was unable to resolve the issue, the complainant is encouraged to send a written complaint to CTEC.
  - (2) Written Complaints** - A written complaint submitted to CTEC should include:
    - (A)** A description of the issue;
    - (B)** A description of attempts to resolve the issue with the provider;
    - (C)** A description of suggested solution; and,
    - (D)** A description of provider response.
- (d) CTEC's Response to Written Complaints:**
- (1) Curriculum Complaints**
    - (A) Unapproved Provider**
      - (i) Not Claiming To Be an Approved Provider** - If the provider is not an approved curriculum provider, CTEC will inform the complainant that the school does not fall under the jurisdiction of CTEC and no credit will be awarded.
      - (ii) Claiming To Be an Approved Provider** - If the provider claims to be but is not a CTEC approved curriculum provider, CTEC will inform the provider that they are not a CTEC approved provider and that they must cease making any claim of CTEC approval. Subject to CTEC's discretion, no credit will be granted for any "award" offered by an unapproved provider. If the unapproved provider desires to be an approved CTEC provider, compliance with CP02 is required.
    - (B) Approved Provider** – When an approved provider offering a course is identified in a complaint, CTEC will review the complaint and determine if the course that is the subject of the complaint should be subject to audit under CP28.
      - (i)** If the review determines that an audit of the course is not warranted, CTEC will close the complaint and notify the complainant of CTEC's findings.
      - (ii)** If the review determines that an audit of the course is warranted, CTEC will initiate an audit per the provisions of CP28. CTEC will notify the complainant that CTEC has initiated an audit of the curriculum provider.

- (2) Non-curriculum Complaints** - CTEC will forward all such complaints to the curriculum provider's designated CTEC Administrator with a request that the provider work with the complainant to resolve the problem and notify CTEC of the resolution within 10 business days.
- (A)** If the complaint regards a matter that is regulated by CTEC standards (e.g. refund policy or course content not as marketed), CTEC will notify the curriculum provider of the complaint and will remind the provider of related CTEC standards. A response to the complaint will be made within 10 business days of the notice, and the provisions of CP14(c)(6)(B)(ii) & (iii) will apply as if the matter arose under CP14(a) or (b).
- (B)** If the complaint is regarding a matter that is not regulated by CTEC standards (e.g. room temperature, food, etc.), CTEC will respond to the complainant that CTEC educational standards do not cover matters in question and CTEC has no authority in this area and the complainant should discuss the issue directly with the curriculum provider.

Approved December 14, 1999  
CTEC Board of Directors

**Responsibility: Curriculum Provider Standards Committee**