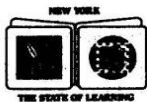
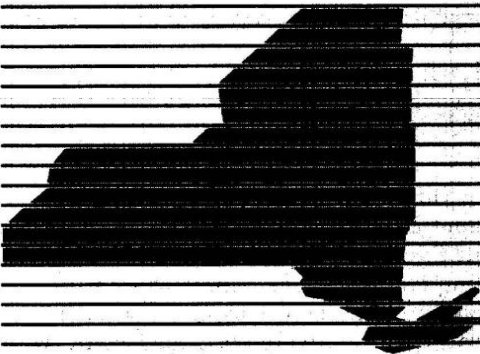


What You Should Know about Certified Schools in the New York State English as a Second Language School Registry



*The University of the State of New York
The State Education Department
Bureau of Proprietary School Supervision*

Students enrolling in an English as a second language program at a school certified by the New York State Education Department must receive a copy of this information regarding student rights before an enrollment agreement is signed. As a consumer protection measure, the New York State Education Department registers for-profit schools which teach English as a second language and accept no public funds. These schools are required to meet minimum requirements detailed in Education Law and Commissioner's Regulations in order to assure that students get what they are paying for - namely, instruction in English as outlined by the school.

Student's Right to File a Complaint

If a student has any legitimate complaint against a school certified by the New York State Education Department, he/she should attempt to resolve the complaint with the school directly. If this fails, or if a student feels that he/she would be penalized by the school for making a complaint, the student may file the complaint with the State Education Department.

Complaints that are not able to be resolved by the school are rare and will usually not arise. However, if such a situation occurs, all attempts to resolve complaints with the school should be documented in writing. Complaints may be about school standards, advertising, facilities, qualifications of teaching and management personnel,

methods of collecting tuition and fees, etc. Schools certified by the New York State Education Department are required to file documents relating to all of these aspects of the school's operations with the State Education Department in order to become certified.

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department, 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212)643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement. An investigator from the Department will meet with you and go through your complaint in detail.
2. If you cannot come for an interview, send a letter or call the office to request a complaint form or visit the Department website <http://www.acces.nysed.gov/bpss/student-rights> to download the form. You must complete and sign this form and mail it to the Department. Please include with it copies of all relevant documents. You should keep the originals. You must file a complaint within two years after the alleged illegal conduct took place.

The Education Department's Bureau of Proprietary School Supervision cannot investigate any complaint made more than two years after the date of the occurrence.

3. The investigator will attempt to resolve the complaint as quickly as possible and may contact you with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the schools fails to take satisfactory and appropriate action, then the Department may proceed with formal disciplinary charges.

What is the Tuition Reimbursement Fund?

All schools must have a tuition refund policy for each program included in the student enrollment agreement. Read and understand the school's policy regarding tuition refund and cancellation before you sign the enrollment agreement. If you do not understand it, or are confused by the school's explanation, get help before you sign. You may ask for assistance from the Department at the address provided.

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending proprietary English as a second language schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all tuition expenses which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that your complaint is valid and determines that there was a violation of Education Law or Commissioner's Regulations as specified in Section 126.10(j) of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State Education Department at the address provided. The staff of the State Education Department will assist you in the preparation of a tuition reimbursement form (a sample of this form should have been provided o you upon enrollment).

Where can students file complaints, claims to the tuition reimbursement fund, or get additional information?

Contact the New York State Education Department at:

New York State Education Department
Bureau of Proprietary School Supervision
116 West 32nd Street, 5th Floor
New York, New York 10001

Telephone: (212)643-4760

Website:

<http://www.acces.nysed.gov/bpss/>

This pamphlet is provided to you by the New York State Education Department (NYSED). The NYSED regulates the operation of non-publicly funded English as a Second Language schools.

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