

GRIEVANCE POLICY

The school disapproves of any participation, on the behalf of staff or students, in slander, defamation of character or sexual harassment of any kind. The strictest of disciplinary action will be imposed, up to and including termination. DEC's position and philosophy is to communicate professionally and to assist each other in the pursuit of personal growth and education. Please take care not to become involved in these types of negative behaviors. When a student experiences difficulty regarding staff, administration, other students, school organizations and/or policy, the following procedure should be used as a process in resolving the issue:

1. The student should approach the problem directly by discussing it with the involved party/parties. If the student is unable to resolve this difficulty, he or she should then proceed to step two (2) of the grievance policy.
2. The student may discuss the problem with his/her advisor to attempt to alleviate the situation. If the difficulty continues to remain unresolved, the student may proceed to step three (3) of the grievance policy.
3. The student may appeal to the Executive Director of Education by scheduling an appointment to confer. If the difficulty is unresolvable at this time, the student may proceed to step four (4) of the grievance policy.
4. The student may appeal to the President of the school by scheduling an appointment to confer.
5. Student inquiries may be directed to the following entities:

DEC is licensed by the Pennsylvania State Board of Private Licensed Schools and is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). Questions or concerns that are not satisfactorily resolved by the person designated above or by other school officials may be brought to the attention of the:

State Board of Private Licensed Schools
Pennsylvania Department of Education
333 Market Street
Harrisburg, PA 171260333
(717) 7838228

Accrediting Commission of Career Schools and Colleges
2101 Wilson Boulevard, Suite 302
Arlington, Virginia 22201
(703) 247-4212

Commonwealth of Pennsylvania
Department of State
Bureau of Professional and Occupational Affairs
State Board of Cosmetology
P.O. Box 2649
Harrisburg, PA 171052649
(717) 7878530

FEDERAL STUDENT AID OMBUDSMAN

The Federal Student Aid Ombudsman Group of the U.S. Department of Education is dedicated to helping resolve disputes related to Direct Loans, Federal Family Education Loan (FFEL) Program loans, Guaranteed Student Loans, and Perkins Loans. The Ombudsman Group is a neutral, informal, and confidential resource to help resolve disputes about your federal student loans. Borrowers should make every attempt to resolve the loan dispute before contacting the Federal Student Aid Ombudsman Group.

Contact information

Mail: U.S. Department of Education FSA Ombudsman Group
P.O. Box 1843 Monticello, KY 42633
Telephone: 18775572575 (Toll Free)
Fax: 6063964821
Online: www.ombudsman.ed.gov
Email: fsaombudsmanoffice@ed.gov