

If the case student finds URBE University has not resolved the complaint up to their satisfaction, the complaint may be referred to:

Florida Department of Education
Commission for Independent Education
325 W. Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
Ph.: (850)-245-3200 or (888) 224-6684
www.fldoe.org/policy/cie

Students may also contact the Accrediting Commission of Career Schools and Colleges as shown below.

STUDENT COMPLAINT PROCEDURE

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212
<https://www.accsc.org/> | [mailto: complaints@accsc.org](mailto:complaints@accsc.org)

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting complaints@accsc.org or at <https://www.accsc.org/Student-Corner/Complaints.aspx>.

Distance Education Students that have completed the internal institution complaint process and the applicable state process, may appeal non-instructional complaints to the Florida SARA PRDEC Council at FLSARAinfo@fldoe.org.