

Proprietary Schools Act - 2009

Any enrolled student is afforded the right, per the *Proprietary Schools Act*, to file a complaint for violation of stated laws, rules, and policies as stated and related in the enrollment process of the School of Missionary Aviation Technology and as put forth as law in the above act.

The student shall first file a written complaint with either the maintenance training program director or the flight program director within five (5) days of the alleged infraction. If the student does not feel the matter has received adequate attention for a fair outcome, they may then appeal to the president/CEO of the school within five (5) days of the director's decision. If satisfaction is still not found, the student is free to file a formal complaint with the Michigan Department of Licensing and Regulatory Affairs with whom the School of Missionary Aviation Technology is licensed to operate.

No student shall be subjected to coercion, intimidation, interference, retaliation, or discrimination for registering such complaint or for assisting in the investigation of any alleged violation of laws or rules prohibiting free rights to be exercised.

ACCET Complaint Procedure

The School of Missionary Aviation Technology is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and SMAT to ensure that educational training programs of quality are provided. If problems arise, students should make every attempt to find a fair and reasonable solution through the formal complaint procedure which is required of ACCET accredited institutions and frequently requires the submission of a written complaint. Refer to SMAT's written complaint procedure which is published in our catalog (see below), or otherwise available upon request from the administrative office. [Note: ACCET will only process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.]

In the event that a student has exercised SMAT's formal student complaint procedure and the problem(s) has not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be made in writing and mailed, faxed, or e-mailed to the ACCET office. Complaints received by phone will be documented and the complainant will be requested to submit the complaint in writing.
2. 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 full name(s) and title/positions of the individual(s) involved in the problem(s), including both institutional staff and/or other students
 - e. what was done previously to resolve the complaint, along with evidence demonstrating that SMAT's complaint procedure was followed prior to contacting ACCET
 - f. the name, e-mail address, telephone number, and mailing address of the complainant; if the complainant specifically requests that anonymity be maintained, ACCET will not reveal a name to the institution involved

- g. The status of the complainant with SMAT, e.g. current student, former student, etc.
- h. In addition, submit copies of any relevant supporting documentation, e.g., the student's enrollment agreement, the 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
E-mail: complaints@accet.org
Website: www.accet.org

[Note: complainants will receive an acknowledgement of receipt within 15 days.]

State of Michigan, Department of Licensing and Regulatory Affairs

The School of Missionary Aviation Technology is authorized by the Michigan Department of Licensing and Regulatory Affairs [LARA] to conduct post-secondary education. Complaints regarding how SMAT conducts business as a post-secondary educational institution may also be submitted to LARA.

Your complaint must be in writing and signed. Describe the factual basis for the allegation. Please do not include any information, such as your social security number, that you do not want to be released to the respondent. Do not send bulky material. If we need additional information, we will request it.



Please mail your complaint to the following address:

Michigan Department of Licensing and Regulatory Affairs
CSCL/Complaints
P O Box 30018
Lansing MI 48909

The Statement of Complaint and related forms may be obtained from this site, or you may request a form and information by telephone at 517-241-7000.