

Program and Institutional Credentials Approvals and Accreditation

ACCSC

Blue Cliff Career College is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC).

Alabama Community College System

Blue Cliff Career College has a private school license (postsecondary) with the Alabama Community College System.

Alabama Board of Cosmetology & Alabama Board of Massage Therapy

BCCC continues to be licensed by continuing to renew the ordinal Private School License granted in 1998 by the State of Alabama Board of Massage Therapy (license # S-102). The school added a license from the Cosmetology Board in November 2006.

State License / National Exam

Satisfactory completion of the 750 hour Massage Therapy program exceeds the training required to become licensed in the state of Alabama. Blue Cliff graduates routinely practice in other states including Mississippi, Louisiana and Florida. Requirements vary by state and are constantly changing. Individuals should verify the licensure requirements for the state in which they plan to practice. All graduates are encouraged to sit for the MBLEX Exam and, in fact, must pass this exam in order to qualify to become licensed in Alabama.

Alabama State Department of Rehabilitation

Qualified Blue Cliff Career College students have been funded for occupational training through the Alabama Rehabilitation Services and private industry.

Title IV Grants and Loans & State and National Departments of Veterans Affairs

Qualified BCCC students have been funded for occupational training through the US Department of Veterans Affairs, U.S. Department of Education, Title IV Government Grants and Loans, & private industry. Contact our financial aid office for available funding by program.

Additional Accrediting and state licensing information is available upon request to the Director of Education.

Approximately Page 10 of draft revised catalog – Feb 2017

(From Draft Revised Catalog- need approval)

Student Complaint / Grievance Procedure

Any student having a complaint (hereafter referred to as the "complainant") against any instructor, school official or student is directed to first attempt resolution of the person who is at the source of the complaint informally and directly. The school director may be invited to facilitate this process. Should this not satisfactorily resolve the complaint, the complainant should proceed with the next step. The next step is to file a written, signed and dated complaint against said instructor, school official or student. One copy is to be mailed (or delivered) to the immediate supervisor of the instructor or school official (if applicable); and the remaining copy is to be retained by the complainant. The complaint will require from the instructor or school official a written, signed and dated response to the complainant within (14) days of receipt of the original complaint, with a copy to the immediate supervisor of the instructor or the school official. Should this not satisfactorily resolve the complaint, the complainant should request and schedule a meeting between the complainant, the person the complaint is directed against (or a school designated representative) and the Director or the president of Blue Cliff. The results of this meeting shall be documented in writing, signed and dated by all three individuals present, and filed in the student's file. Should this not satisfactorily resolve the complaint, the complainant may consider contacting the Alabama Board of Massage Therapy, The Alabama Board of Cosmetology, The Alabama Community College System or the as listed below:

Alabama Community College System: 135 S. Union Street, Montgomery Alabama 36104.
Phone number is: (334) 293-4653

Alabama Board of Cosmetology: 100 N Union St, Montgomery, AL 36104
Phone number is: (334) 242-1918.

Alabama Board of Massage Therapy: 2777 Zelda Road, Montgomery, AL 36106
Phone number is: (334) 420-7233

Students are required to put any and all unresolved complaints in writing and send c/o Executive Director or President of Blue Cliff Career College, 2970 Cottage Hill Road, Suite 175, Mobile, AL 36606, via certified mail within two weeks of failing to resolve through other channels. The intent of this is to restrict students from collecting complaints over a period of time and unloading the complaints all at once without proper communication and documentation reaching the President. All slow or late complaints shall be prejudiced or considered less valid and maybe void if not submitted according to the rules in a timely manner. In situations involving complaints, students are required to answer fully any surveys, quality assurance questions, fact finding surveys or other surveys requested by staff or faculty. Failure to fully answer honestly and completely such questions, investigations or surveys may result in the complaint being prejudiced or void. Students may be placed Probation, Suspended or Terminated for not cooperating fully with such inquiries and surveys.

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 considered by the Commission must be in written form, with permission from the complainant(s) for the commission to forward a copy of the complaint to the school for a response. 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 and Colleges
2101 Wilson Blvd. / Suite 302, Arlington, VA 22201, (703) 247-4212, www.accsc.org

For students receiving VA education benefits any complaint against the school should be routed through the VA GI Bill Feedback System by going to the following link: <http://www.benefits.va.gov/GIBILL/Feedback.asp>. The VA will then follow up through the appropriate channels to investigate the complaint and resolve it satisfactorily.

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting Richard M. Denney, Executive Director and owner or online at www.accsc.org.

Unresolved Complaints and or concerns about the college and financial aid may also be submitted to:

The U.S. Department of Education - Region IV, U.S. Department of Education
61 Forsyth St. SW, Suite 19T40, Atlanta, GA 30303, Telephone: 404-974-9450

If you have been unable to solve a problem with your *federal student loan* should feel free to contact the Federal Student Aid Ombudsman Group of the U.S. Department of Education. They are 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. To reach the Ombudsman website, go to: <https://studentaid.ed.gov/sa/repay-loans/disputes/prepare/contact-ombudsman>.

Before contacting the Ombudsman Group, be sure to follow our recommendations to [resolve problems with your student loan](#) yourself. Website:

<https://studentaid.ed.gov/sa/repay-loans/disputes>.