STUDENT COMPLAINTS REVIEW

B4. RBS JOB AID

Date of Review	
Facility Name	

Facility Name		**Facility Code**

ℹ️ Confirm you have collected complaints from all four sources named below by selecting the appropriate response from the drop-down middle column; and use the last column to enter notes.

I. Sources of Complaints:

Complaints made to the VA located in Salesforce – "Case Area"	Select	
Complaints made to the institution/facility		
Complaints made to consumer agencies (i.e., Better Business Bureau (BBB))	Select	
Complaints made to state or federal agencies (State Attorney General (AG), State oversight entities, Federal Trade Commission (FTC), Consumer Financial Protection Bureau (CFPB)	Select	
SAA review of Internet sources to include online reviews: social media, YouTube, advertising links, complaints, new stories, etc. The SAA must attempt to confirm all information was provided by the school and ensure that all materials are reviewed	Select	

Sources of Complaints Summary:

II. Types of Complaints

ℹ **Sort those complaints by the identified categories below. If multiple complaints exist within a category, use the second column to enter how many, and third column to identify the type complaints that exists.**

Complaints about cost (tuition, fees, unexpected costs, unavailable aid, loans they weren't informed about, private loans from the school provided to satisfy tuition costs)			
Complaints about administration (transcripts, course availability, scheduling, inadequate facilities, lack of tutoring, lack of counseling, poor quality equipment, couldn't get needed clinical)	Select		
Complaints about recruiting/consumer protections (isn't what was promised, couldn't get a job, couldn't transfer, couldn't get a job in the field, told it was highly rated, didn't earn enough to repay the debt)			
Complaints about course quality/faculty/grading (teacher not qualified; grading policies are not followed)			

Other Complaints	Select		

Types of Complaints Summary:

III. Challenges Identified

Is the school's response timely, fair and comprehensive?	Select	
Is there a pattern of similar complaints on the same subject?		
Were changes made as a result of well-grounded complaints?		
Are students who complain to an external source more likely to have issues resolved?		

Challenges Identified Summary:

Overall Complaint Review Summary

> ℹ Below each subsection is an area for a summary. This information can be used for further discussion and to request additional information on your site visit.

I.   Sources of Complaints

II.   Types of Complaints

III.   Challenges Identified