

Office for Career and Technical Schools  
Indiana Department of Workforce Development

Student Complaint Form

Reset

OCTS is responsible for reviewing and responding to student claims for monetary reimbursement against post-secondary proprietary schools that are non-credit bearing and non-degree granting. *OCTS adjudicates only claims for monetary reimbursement and cannot adjudicate claims involving programmatic content.* Monetary claims for reimbursement are limited to tuition and fees paid out of pocket by the student. OCTS does not have jurisdiction to adjudicate claims for reimbursement of scholarships, financial assistance, or fee reductions. OCTS cannot offer legal advice or initiate civil court cases.

**Instructions:** Students filing claims must meet these requirements:

- 1) Be a current or former student in a program at a school regulated by OCTS.
- 2) Follow and exhaust the school's complaint resolution process with the school directly.
- 3) File a formal claim with OCTS by completing this form, and attaching the following documents:
  - a) A statement of the facts supporting the claim and outlining the problem, and
  - b) A copy of the enrollment agreement signed by the student, and
  - c) Copies of all receipts for tuition paid by cash, check, money order or credit card, and
  - d) Any other material which substantiates the claim.

Student Information

Full Name: \_\_\_\_\_  
Last First M.I

Address: \_\_\_\_\_  
Street Address Apartment/Unit #  
\_\_\_\_\_  
City State ZIP Code

Preferred Phone: \_\_\_\_\_ Email address: \_\_\_\_\_

Contact Preference      Phone      Email      No Preference

If OCTS needs to contact you by telephone,  
may they leave a message or voicemail?      Yes      No

## School Information

School Name: \_\_\_\_\_

Location: \_\_\_\_\_

Address: \_\_\_\_\_

Street Address

\_\_\_\_\_

City

\_\_\_\_\_

State

\_\_\_\_\_

ZIP Code

Training Program: \_\_\_\_\_

Dates of Attendance (MM/DD/YY) Start Date \_\_\_\_\_

End Date \_\_\_\_\_

## Claim Information

Have you gone through your school's complaint process?      Yes      No

If you answered "Yes," you will need to submit documentation showing that you have attempted to resolve the issue with the school. You can submit this documentation along with any other documentation that supports your complaint. See below for instructions on how to send the additional information to OCTS.

If you answered "No," you will need to explain in your detailed complaint description why you were unable to complete the school's complaint process. Note: OCTS generally will address complaint only after a student has exhausted his/her complaint options with the school.

### Claim

Describe your claim in detail, including the names of any faculty or staff you spoke to about the complaint. Attach additional sheets as needed.

Claim (continued)

Please give titles and contact information for the individuals you mentioned above, if any.

How would you like your complaint to be addressed? Please note that OCTS cannot, by law, review claims related to course grades, academic sanctions or discipline/conduct matters.

Will you be sending additional documentation (such as email from school staff, student records, contracts, brochures, catalogs or tuitions bills) that substantiates your complaint?      Yes                      No

Send all documentation either by email to: [OCTS@dwd.in.gov](mailto:OCTS@dwd.in.gov) or by mailing to:

Complaint Adjudicator  
DWD / Office for Career and Technical Schools  
10 N Senate Ave, SE 308  
Indianapolis, IN 46204

By submitting this form, I affirm under the penalty of perjury, that I am a current or former student of the school named herein. I agree to allow the Office for Career and Technical Schools to submit a copy of my complaint and supporting materials to the school named herein for a response, and I further authorize the school to transmit student records related to me to the Office for Career and Technical Schools for review. I understand I may need to submit a release form to the school. I certify that the information I have provided is complete, true and correct to the best of my knowledge and belief.

Print

Submit

Revised 01/17