



Florida Department of Agriculture & Consumer Services  
CHARLES H. BRONSON, Commissioner  
Tallahassee, Florida

January 15, 2008

Division of Consumer Services  
2005 Apalachee Pkwy  
Tallahassee FL 32399-6500  
Phone: 1-800-HELP-FLA  
URL: <http://www.800helpfla.com>

**Refer To: 0801-01310 / AH**

HIGH TECH INSTITUTE, INC.  
2250 W PEORIA AVE STE A200  
PHOENIX, AZ 85029-4930

Subject: Redacted by HELP Committee

The Division of Consumer Services has received a complaint involving your business and is required by law to review it for possible violations of state consumer protection laws. It is the policy of this office to protect consumers from unfair and deceptive trade practices, as well as to protect businesses from groundless complaints.

After reviewing the complaint, please state your position regarding the specific issues addressed in the complaint by completing the enclosed Business Reply Form within 30 days. Without a reply establishing your position, it will not be possible to evaluate the complaint and be equitable to you and the complainant.

The number of complaints filed with this office against a business, and how the complaints are resolved, is public information, which is available to Better Business Bureaus, Chambers of Commerce and Consumer Agencies. In addition, such information is given to consumers upon request. If we do not receive a written response from you, our records will reflect that your business has refused to respond.

Your cooperation and timely attention to this matter will be appreciated. If further information is needed to prepare your response, you may contact me at one of the telephone numbers listed below.

Enclosure

Sincerely,  
Redacted by HELP Committee

Consumer Service Analyst  
Redacted by HELP Committee

2AEG-HELP-05-0000070

Anthem Education Group  
Document 1, Page 1



30 August 2007

Education Director  
Hi-Tech Institute  
3710 Maguire Boulevard  
Orlando, FL 32803

RE: <sup>Redacted by HELP Committee</sup> Matriculation in the Medical Massage Therapy Program

We are very concerned about the quality of education being provided to our son, <sup>Redacted by HELP Committee</sup> It has been reported to us that there is not a consistent educator for the Medical Massage Therapy Program, and furthermore that <sup>Redacted by HELP C</sup> has attempted to attend class for three weeks, only to be told, "Go home", as there was no instructor at all. This is entirely unacceptable.

We do not believe Hi-Tech Institute is providing the quality education we were assured of. We have committed to long term educational loans for our son and we expect that his education will be carried out as promised by your institution. Three weeks without class, while we continue to pay for an increasingly questionable education leaves us wondering what assurance Hi-Tech Institute can provide that their self-acclaimed excellence will benefit, rather than financially and egotistically harm, <sup>Redacted by HELP C</sup> ourselves and the other students and their families in the Medical Massage Therapy Program.

We expect an answer to this communication indicating that a permanent instructor has been retained for the program. We are placing our legal representation on notice, should we need to escalate this matter.

Sincerely,  
**Redacted by HELP Committee**

CC: <sup>Redacted by HELP Committee</sup>

2AEG-HELP-05-0000072