

**Better Business Bureau of Southern Colorado**

COMPLAINT ACTIVITY REPORT Case # 37016462

Consumer Info: [REDACTED]

Business Info: Remington College - Colo Spgs Campus  
 6050 Erin Park Dr  
 Colorado Springs, CO 80918-3488  
Redacted by HELP Committee

**Consumer's Original Complaint :**

I was never helped to find employment and now have no experience and cant find a medical assistant job that will except me. I don't believe li should have to pay student loans i am in debt and it is because of remington they ruined my life and my credit. I can't afford to pay them i honestly feel remington should foot the bill, they set me up for failure!

**Consumer's Desired Resolution:**

I want my student loans to get paid in full, I have suffered for 4 years with being unable to use the knowledge of a medical assistant that i carry because remington didnt stay true to there word and their contract to help me find employment after graduation.

**BBB Processing**

04/23/2010	web	BBB	Case Received by BBB
04/23/2010	par	BBB	Case Reviewed by BBB - Member
04/23/2010	Otto	MAIL	Send Acknowledgement to Consumer
04/23/2010	Otto	BBB	Notify Business of Dispute - Member



REMINGTON ADMINISTRATIVE SERVICES, INC.

May 17, 2010

Redacted by HELP Committee

VIA FACSIMILE TRANSMISSION

[REDACTED] Business Service Analyst  
 Better Business Bureau of Southern Colorado  
 25 N Wahsatch Avenue, Suite 100  
 Colorado Springs, Colorado 80918-3488

Re: *Response to Complaint filed by [REDACTED] against Remington College –  
 Colorado Springs Campus ([REDACTED])*

Dear [REDACTED]:

Please accept this statement and attached exhibits on behalf of Remington College – Denver Campus, Inc. d/b/a Remington College – Colorado Springs Campus (the “Colorado Springs Campus”) for consideration in your review of the above-referenced complaint filed by [REDACTED] (“Complainant”).<sup>1/</sup> While the complaint was filed against the Colorado Springs Campus, Complainant is actually a graduate of Remington College – Denver Campus, Inc. d/b/a Remington College – Denver Campus (the “Denver Campus”), which ceased operations in or around April of 2007. As such, the Colorado Springs Campus objects to this complaint and contends that it is not a proper party to this complaint. Notwithstanding and without waiving this objection, the Colorado Springs Campus provides the following statement, demonstrating that Complainant’s allegations are otherwise without merit.

Here, Complainant, a graduate of the Medical Assisting Program, alleges that she was not provided assistance in securing employment after graduation. After investigating these allegations, the Colorado Springs Campus has concluded that Complainant’s allegations are

<sup>1/</sup> Please note that this statement and enclosed materials include confidential information not to be disclosed without the written approval of the Colorado Springs Campus. In addition, this statement is based upon the investigation of the facts and information reviewed thus far. This statement and enclosed materials are submitted for the purpose of aiding the Bureau in its investigation and efforts to conciliate this matter. This statement, while believed to be accurate, does not constitute an affidavit or a binding statement of the Colorado Springs Campus’ legal position, nor is it intended to be used as evidence of any kind in any other administrative or court proceeding in connection with Complainant’s allegations. By submitting this statement and enclosed materials, the Colorado Springs Campus in no way waives its right to present new or additional information at a later date, for substance or clarification. Moreover, by responding to this complaint, the Colorado Springs Campus does not waive, and hereby expressly preserves, any and all substantive and procedural defenses that may exist to the complaint and/or Complainant’s allegations.

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unfounded, and upon review of this position statement, is confident you will reach the same conclusion.

By way of background, Remington College is a common name used by all campuses of a group of affiliated companies of privately-owned post-secondary educational institutions. Remington College, and its predecessor companies, have operated privately-owned colleges since 1985. Remington College offers both degree and non-degree (diploma) programs of study intended to provide students with the education and training needed to help prepare them for entry-level positions in a variety of career fields including, but not limited to, business, computers/information technology, criminal justice, and health sciences/allied health.

Remington College provides students with hands-on, career-focused training, and as an ancillary service, Remington College offers job placement assistance to its students/graduates. Despite providing this ancillary service, Remington College makes it very clear to prospective students from the outset that employment after graduation is not guaranteed. To the contrary, Remington College provides numerous notices to prospective students to make them aware prior to enrollment that employment is not guaranteed after graduation. More specifically, prior to enrolling at the Denver Campus in September of 2005 and re-enrolling in September of 2006, Complainant signed a "Program Application and Enrollment Agreement," which clearly states the following:

The School provides employment assistance upon graduation without additional charge. The Applicant is advised this is not given as an inducement to enroll and no guarantee or representation of employment is made or implied.

(See Program Application and Enrollment Agreements, attached hereto as Exhibits A-B). In addition to the Program Application and Enrollment Agreements, in October of 2005, Complainant signed an "Acceptance Interview Form," acknowledging that she understood that "graduation is not a guarantee of job placement." (See Acceptance Interview Form, attached hereto as Exhibit C).

Complainant graduated on or about November 1, 2006. Since that time, Complainant has been provided with the following job placement assistance: (1) advice on updating her resume; (2) notified Complainant of numerous job leads and/or interview opportunities; (3) distributed her resume to potential employers and/or instructed Complainant as to where to find potential job opportunities/network with employers; and (4) offered refresher courses to Complainant to help keep her knowledge/skills current. Complainant failed to take advantage of all of this assistance and/or was otherwise simply unable to secure employment, despite the assistance provided. Furthermore, in or around, September of 2008, Complainant indicated that she was pregnant and was not looking for employment at that time.

Remington College is committed to assisting all of its graduates in finding viable employment related to their field of study; however, Remington College does not guarantee that all graduates will be able to secure employment after graduation. As set forth above,

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Complainant was advised prior to enrolling (and prior to re-enrolling) that employment after graduation was not guaranteed. Furthermore, following her graduation, Complainant was provided with job placement assistance. In light of Complainant's alleged difficulties in finding employment, the Colorado Springs Campus is ready and willing to help Complainant secure viable employment. Consequently, Remington College denies any wrongdoing and respectfully requests that the Bureau dismiss this complaint without further action.

If you should have any questions, or if I can otherwise be of any further assistance, please do not hesitate to contact me directly. I can be reached at Redacted by HELP Committee

Respectfully submitted,  
**Redacted by HELP Committee**

Senior Associate General Counsel

DCN/lm  
Enclosures