

Better Business Bureau of Arkansas, Inc
COMPLAINT ACTIVITY REPORT Case # 19003229

Consumer Info:



Business Info: Remington College
19 Remington Drive
Little Rock, AR 72204
Redacted by HELP Committee

Location Involved: (Same as above)

Consumer's Original Complaint:

They told me that none of my loans would be due until six months after I graduated and that I only needed one year of taxes to show for a pale grant. Now they are wanting the money for the loans now and they want my taxes from last year. They also rush you through when you are filling out the paper work to begin school so you do not really know what all you are filling out. They wait until the end of your program to tell you they need more money or paperwork or you will not graduate. There are several other problems and I have talked with alot of other students here and they also have problems just like mine with them. If you need additional information or complaints please let me know. Thank you

Consumer's Desired Resolution:

I would like for them to be more specific in what they are leading us into. I would also like to be able to graduate after all this time. I want others to be aware of how they are and how they trick people into going here.

BBB Processing

08/26/2008	wob	BBB	Case Received by BBB
09/26/2008	jenf	BBB	Case Reviewed by BBB - Member
09/26/2006	Otto	MAIL	Send Acknowledgement to Consumer - Member
09/26/2006	Otto	BBB	Notify Business of Dispute - Member



REMINGTON ADMINISTRATIVE SERVICES, INC.

October 10, 2006

Redacted by HELP Committee

VIA FACSIMILE TRANSMISSION

Redacted by HELP Committee

Dispute Resolution Specialist
The Better Business Bureau of Arkansas, Inc.
12521 Kanis Road
Little Rock, Arkansas 72211

Re: Business: Remington College – Little Rock Campus, Inc.
Consumer/Complainant: [REDACTED]
Case Number: 19003229

Dear [REDACTED]

Please be advised that I am in receipt of your fax to Remington College – Little Rock Campus, Inc. (hereinafter “Remington College”), enclosing the claim filed by [REDACTED] (hereinafter “Complainant”). I will be handling the response to this claim, and I will be your point of contact for Remington College on this matter moving forward. This statement is submitted on behalf of Remington College for consideration in your investigation of and conciliation efforts in the above-referenced claim filed by Complainant.^{1/}

I. COMPLAINANT’S ALLEGATIONS

Complainant, a current Medical Insurance Coding student at Remington College, alleges that she was “told that none of [her] loans would be due until six months after [she] graduated and that [she] only needed one year of taxes to show for a [Pell] grant.” Complainant also alleges that she was rushed through the process when she enrolled and did not really know what all the paperwork meant that she was filling out. As a resolution, Complainant indicated that she would like for Remington College to be more specific in explaining what prospective students are getting into when

^{1/} Please note that this statement includes confidential information not to be disclosed without the written approval of Remington College. In addition, this statement is based upon the investigation of the facts and information reviewed thus far. This statement is 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 Remington College’s 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, Remington College 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 claim, Remington College does not waive, and hereby expressly preserves, any and all substantive and procedural defenses that may exist to the charge and/or Complainant’s allegations.

500 International Parkway, Suite 200
Heathrow, Florida 32746

Business: Remington College – Little Rock Campus, Inc.
Consumer/Complainant: [REDACTED]
Claim Number: 19003229

they enroll, and that she would also like to be able to graduate. As set forth below, while adamantly denying any wrongdoing, Remington College has made efforts to resolve Complainant's concerns.

II. REMINGTON COLLEGE'S RESPONSE TO ALLEGATIONS

After receiving the above-referenced claim and conducting some initial inquiry regarding the situation, I contacted Complainant yesterday to discuss the claim with her in more detail. During our discussion, she explained that:

(1) she thought she was only required to fill out an application for financial aid once, but now understood that an application had to be filled out once per academic year (as opposed to calendar year). More specifically, Complainant enrolled in March, and while the duration of the Medical Insurance Coding Program is less than one calendar year, it crossed over into a second academic year. As such, Complainant was required to complete another financial aid application to determine her eligibility for aid during the second academic year; and

(2) she thought repayment of all of her loans started six months after she graduated, but now understood that the repayment schedule for her private loan (as opposed to her federal loans) started before she graduated, as indicated in the Repayment Schedule and Truth-in-Lending Disclosure she signed.

In an effort to resolve her claim, I agreed to help coordinate a time for Complainant to meet with the Campus President and Financial Aid Director, so Complainant could discuss her experiences with them in an effort to help prevent student misunderstandings in the future. This meeting took place this morning, and from what I have been told, it was a very successful and productive meeting. Additionally, it should be noted that Complainant has been awarded financial aid to cover her tuition for the second academic year, and she is on track to graduate from the Medical Insurance Coding Program upon her successful completion of the Program requirements.

In conclusion, while Remington College adamantly denies Complainant's allegations, Remington College has taken efforts to address Complainant's concerns and has reached an amicable resolution to this matter. If you should require any additional information, 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 Com

Redacted by HELP Committee

Respectfully submitted,

Redacted by HELP Committee

Associate General Counsel

DCN:sde

5-000106



Better Business Bureau of Arkansas, Inc
12521 Kanis Rd.
Little Rock, AR 72211

Redacted by HELP Committee

October 23, 2006

██████████
Remington College
19 Remington Rd
Little Rock, AR 72204-8202

RE: Case # 19003229: ██████████

Thank you for your cooperation in responding to the above consumer's complaint.

Following our usual procedure, we notified the consumer of your response and requested notification of whether or not a satisfactory resolution had been reached. The consumer did not notify our office and, therefore, we are closing the case assumed resolved.

Please note, in the event the consumer should contact the Bureau once again regarding this issue, your office may be contacted to review any new or additional information we've received from the consumer.

Again thank you for your cooperation.

Sincerely,

Redacted by HELP Committee

Dispute Resolution Specialist
Better Business Bureau
Complaint Department
Redacted by HELP Committee