

Better Business Bureau of West Florida, Inc.
COMPLAINT ACTIVITY REPORT Case # 67114976

Consumer Info:



Business Info: Remington College
 2410 E Busch Blvd
 Tampa, FL 33612-8410
 Redacted by HELP Committee

Location Involved: (Same as above)

Consumer's Original Complaint :

Between June 2000 until August of 2002 this institute had instructors that did not have enough credentials to teach. The instructors at that time did not carry any type of educational degree. Each student was lead to believe that the institution and its instructors were well educated and knowledgeable of their teachings. Speaking in general with the Electronic and Computer Engineering department, several Instructors were trying to instruct the students. Once, that it was identified that the teacher did not have the credentials to teach they replaced the instructor with other creditable Instructors. By then alot of students were in the middle of the curriculum and unsure whether they were provided with a fair education. To make it more of a burden, the instructor that was replaced yes had his credentials to teach, but he could not speak the english language properly. (He was from Russia.) He explained to the class that his english was terrible and that alot of information will be written on the board. This was a burden towards everyones education.

No information was given in reference to loans, cost of tuition per semester. When asked for specific documents, they could not provide them because it was 'ceased' as they stated for all these years.

Consumer's Desired Resolution:

I am seeking a reimbursement from all the monies paid towards this institution. I feel that a reliable education was not provided. Instructors and the financial aid departments were deceitful.

BBB Processing

05/22/2008 web BBB Case Received by BBB
 05/22/2008 CLP BBB Case Reviewed by BBB
 05/22/2008 Otto MAIL Notify Business of Dispute
 06/04/2008 WEB BBB RECEIVE BUSINESS RESPONSE : Contact Name and Title: Jeremy Hertz, Assoc. Gen C

Contact Phone: Redacted by HELP Committee

Contact Email: Redacted by HELP Committee

Dear Mr. Redacted by H

We are in receipt of your correspondence dated May 23, 2008, regarding the above-referenced customer. Remington College's goal is always to provide its customers with a high-quality and cost-effective education and is willing to work with any customer that believes they have not received the requisite level of quality in the education provided by Remington College. However, in this matter, it is unclear why Redacted waited almost six (6) years to file her complaint regarding the education she received from Remington College. Due to such delay, it is difficult for Remington College to adequately respond to the allegations. Specifically, the sections of employee files which would be helpful in this matter (i.e. resumes, job applications, etc.) are only kept for three (3) years after an employee's separation of employment. Further, even if Remington College maintained such files, Ms. Redacted fails to provide the names of any of the instructors she alleges were unqualified to teach in the program so that Remington College could review their records. Notwithstanding Ms. Redacted lack of specificity as to the names of the instructors, none of the instructors employed in Ms. Redacted Electronics and Computer Engineering Technology program have been employed at Remington College for at least three (3) years and as such, the unnamed instructors Ms. Redacted references no longer have employee files for purposes of analyzing their educational credentials. Without such information, it is nearly impossible for Remington College to factually respond to Ms. Redacted allegations.

It is important to note, however, that Remington College must maintain specific licensing and accreditation requirements by state and national bodies to continue to provide academic instruction in the state of Florida. Included within those licensing and accreditation requirements are strict requirements of instructor educational qualifications. Remington College is consistently subjected to relicensure/reaccreditation procedures that require them to verify the levels of education by the instructors they employ. Failure to do so will result in sanctions, up to and including withdrawal of licensure and accreditation. Although Remington College is unable to specifically address Ms. Redacted's complaint due to the lateness of her filing, it is indisputable that Remington College would be unable to retain several instructors below the levels required by state and accrediting body requirements and still maintain its ability to provide academic instruction in the state of Florida. To that end, Remington College has continually operated throughout the time of Ms. Redacted complaint until the present, undergoing numerous relicensing/reaccreditation submissions along with several on-site analyses of its educational faculty and curriculum. At no time was Remington College sanctioned for failure to employ faculty with proper educational credentials.

In conclusion, Remington College wants to make it very clear that this is not an attempt to be evasive in any way regarding Ms. Redacted complaint. As noted above, these allegations are, at a minimum, almost six (6) years old, and at the maximum, almost eight (8) years old. Remington College adamantly denies the allegations have any merit as educational credentials are closely monitored by state and accrediting bodies. However, Ms. Redacted's delay in complaining has created Remington College's inability to properly address these issues by providing documented evidence of such fallacies, as company policy provides for the disposal of employee files three (3) years after separation of employment, leaving no documentation to factually refute her claims.

Once you have had a chance to review our response to Ms. [REDACTED] complaint, please feel free to contact me directly at 407-562-5584 at any time to discuss any concerns or questions that you may have regarding this matter.

Regards,
Redacted by HELP Committee

Associate General Counsel
Remington Administrative Services, Inc.

06/05/2008 NBB EMAIL Forward Business response to Consumer

06/13/2008 WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

The above school Remington College, formerly known as Tampa Technical Institute has failed to address any of the complaint in hand. It is no question that several years has past. But, If you don't get straight answers, continue to ratchet up to higher levels of the organization until you get the information. There should be no secrets on the information needed. I have tried to obtain answers from several different factors and because no documentation was provided this matter needs to be addressed.

I would like to start of by stating that this Institution was closed temporarily on Tuesday December 4, 2001 by the US Department of Education. Teachers and students at the Busch Boulevard campus were prevented from entering the building Tuesday morning while federal investigators searched for documents. At this time, the financial aid department before and after this date could not provide any documentation concerning a students financial aid status. I was not aware of the amount of grant, loans, and payments that were disbursed to the school. The payments that were made to the school did not reflect towards my loans with Sallie Mae. I began to dispute the amounts with Sallie Mae and was told the school should provide information on the grants that was given. The school was not able to provide any documentation of that sort. Each quarter different amounts were being disbursed without my knowledge. Payments were not being applied towards the interest of my loans. (I have receipts of monies I have given to Tampa Tech to be applied towards the loans.) Needless to say, everything became a burden to the students. When asked to provide documentation of the grants applied towards the tuition, it could not be provided at that time. ...

As far as the instructors that provided the majority of my unscrupulous cunning education, they did not carry the credentials to teach. To start of [REDACTED] who was the first (1) quarter instructor on July 2000 for Electronic and Computer Engineering has explained to the students upon his termination that he did not carry enough credentials to teach. This was not known until after the fourth quarter was finished. Another instructor by the name of [REDACTED] who was a former military veteran, did not carry a high enough education to teach. He after completing his fourth quarter class was asked to serve as a teachers assistant until he could obtain his credentials to teach. Now, by the fifth quarter a lot of changes have been made with the instructors. The previous fifth quarter instructor was replaced by a Russian instructor who could not speak the english language well. But, he obviously was educated or had the credentials to teach. Complaints were made to the dean of Electronic and Computer Engineering about the instructors and the drastic changes but ignored.

Now, none of these allegations are not a figment of my imagination. I am aware that several years has past but I am also aware that because of all the documentation that were seized on December of 2001 employee time book/cards and accounts payable ledger and schedules should be kept for up to ten years. This school has not provided us the students with a creditable education nor have they been able to explain any of the financial aid matters.

06/13/2008 BJB MAIL Forward Consumer Rebuttal to Business