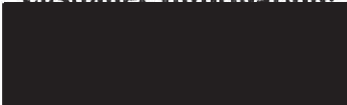


**CUSTOMER EXPERIENCE INFORMATION**

**Customer Information:**



Daytime Phone: [REDACTED]  
E-mail: [REDACTED]

**The details of this matter are as follows:**

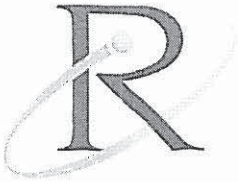
Billing or Collection Issues

**Customer's Statement of the Problem:**

In 2007 I enrolled in Remington for the Billing and Coding classes. When I first went there to sign up the woman told me the their success rate was at 96 percent of the graduates would get jobs. During the first part of the school semester, everything was fine. The second semester we were pretty much without a certified coding teacher to get us through the end, because the original teacher became sick and had to quit. We eventually graduated and the person in charged of helping find jobs that were not listed on the Internet or the papers kept sending me to places the really wanted people with at least 1 to 2 years experience. I went to temporary agencies and they could not find me anything to at least get my foot into the door. The few girls that I associated with during school said they were pretty much hired because the had alittle background in the insurance business, where I do not. It's pretty disheartening to think I have to pay back all this money for the next 20 years for something that I cannot even get a career in. This ordeal has financial strapped me and I have to rely on a job that really doesn't pay much. I would like to see some resolve to this problem.

**Desired Settlement:**

Either to be refunded what I have already paid or for them to help me find a position in the field I went to school for. This complaint is against the North Olmstead Remington College.



REMINGTON ADMINISTRATIVE SERVICES, INC.

May 7, 2010

VIA FACSIMILE TRANSMISSION

Redacted by HELP Committee

Redacted by HELP Committee

Trade Assistant  
 Better Business Bureau, Inc.  
 2800 Euclid Avenue, 4<sup>th</sup> Floor  
 Cleveland, OH 44115-2408

*Re: Response to Complaint filed by [REDACTED] against Remington College –  
 Cleveland West Campus (Complaint ID 8171991)*

Dear Ms.

Redacted by HELP Committee

Please accept this statement and attached exhibits on behalf of Remington College – BCL, Inc. d/b/a Remington College – Cleveland West Campus (“Remington College”) for consideration in your review of the above-referenced complaint filed by [REDACTED] (“Complainant”).<sup>1</sup>

Here, Complainant claims that Remington College has not helped her secure employment after graduation, despite allegedly being provided assurances to the contrary prior to enrolling. After investigating these allegations, Remington College has concluded that Complainant’s allegations are unfounded, and upon review of this position statement, Remington College is confident you will reach the same conclusion.

By way of background, Remington College is a private, post-secondary, career-based educational institution that 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.

<sup>1</sup> Please note that this statement and enclosed materials include 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 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 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 and enclosed materials, 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 complaint, Remington College 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.

500 International Parkway, Suite 200  
 Heathrow, FL 32746



Response to Complaint filed by [REDACTED] against Remington College – Cleveland West Campus  
(Complaint ID 8171991)

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Complainant enrolled in Remington College's Medical Insurance and Coding Diploma Program on or about November 8, 2006. While Remington College focuses on providing students with hands-on, career-focused training, and offers job placement assistance to its students/graduates, it does not guarantee that employment for any student or graduate. 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, Complainant signed a Student Disclosure Form, which clearly states in the "Placement" section (next to Complainant's initials) as follows:

Remington College is committed to the success of its students. The school provides on-going placement assistance to its graduates. That includes assistance with resume preparation, interviewing techniques, and networking with area employers. Because the majority of a hiring decision is based on the candidates' personal and professional skills, the school cannot guarantee employment. *I have not been guaranteed employment by any employee of the school.*

(See Student Disclosure Form, attached hereto as Exhibit A). In addition to the Student Disclosure Form, Complainant signed a "Student Success Information Form," which provides Remington College's annual graduate placement percentages. With respect to the Medical Insurance and Coding Diploma Program, in which Complainant enrolled, there is no data listed, but rather, it states, "For the programs noted, there were no students that started, that could have subsequently graduated, or have been placed during the reporting period." (See Student Success Information Form, attached hereto as Exhibit B). Still further, Complainant acknowledged by her signature on the "Acceptance Interview Form" that she understood that "graduation is not a guarantee of job placement." (See Acceptance Interview Form / Item # 7, attached hereto as Exhibit C).

During her enrollment, Complainant was a good student and maintained good attendance, and she graduated on or about September 26, 2007. Since that time, Remington College's Career Service Department has: (1) provided Complainant's resume to numerous employers; (2) notified Complainant of numerous job leads and/or interview opportunities; (3) informed Complainant of a career fair; and (4) assisted Complainant with updating her resume. Additionally, when Complainant advised that she was concerned because she didn't have any in-field work experience, she was advised to stress and explain in detail the practical, hands-on training and externship she completed during her training at Remington College, when interviewing with employers who are seeking experienced workers. Furthermore, there were instances when Remington College employees were unable to get in touch with Complainant, as sometimes her phone would just ring (no answering machine/voicemail) and/or Complainant's email had changed (as evidenced by the new email address listed in the complaint. Remington College is concerned that its employees had difficulty reaching Complainant at times, that employers may have had difficulty reaching her as well.


While Remington College is committed to assisting all of its graduates in finding viable employment related to their field of study, Remington College does not guarantee that all

*Response to Complaint filed by [REDACTED] against Remington College – Cleveland West Campus  
(Complaint ID 8171991)*

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graduates will be able to secure employment after graduation. As set forth above and in the enclosed documents, Remington College took efforts to inform Complainant prior to enrolling that employment after graduation is not guaranteed. Furthermore, following her graduation, Remington College has provided her with job placement assistance and remains 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]

Respectfully submitted, 

[REDACTED]

DCN/lm  
Enclosures