

[REDACTED]

**From:** [REDACTED]  
**Sent:** Tuesday, January 22, 2008 9:13 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: BBB Complaint Case#27027667(Ref#77-13002409-27027667-13-3100)

[REDACTED]

**From:** R -- Redacted by HELP Committee  
**Sent:** Saturday, January 19, 2008 1:09 PM  
**To:** [REDACTED]  
**Subject:** BBB Complaint Case#27027667(Ref#77-13002409-27027667-13-3100)

Complaint Case #: 27027667

Consumer: [REDACTED]

BBB has received further correspondence from the consumer regarding the above-referenced complaint.

You can view the details of this correspondence and respond at the following website address:  
<http://www.atlanta.bbb.org/complaint/view/27027667/b/p2k3kw3b>.

Generally, resolving a complaint requires both parties to move from their current position to a middle ground. In your response, please state your position and if possible indicate what steps can be taken by both parties to resolve this matter.

In the interest of time and good customer relations, please respond by January 28, 2008.

We look forward to your prompt attention to this matter.

Sincerely,

Keesha Wright  
Dispute Resolution Counselor

1/22/2008

LINC0000098

**BBB CASE#: 27027667**

Complaint filed by: [REDACTED] (More)

Complaint filed against: Lincoln College of Technology (More)

**Activity**

Date	Activity	Description
01/17/2008	Forward Consumer Rebuttal to Business	BLT.cf.rtf
01/14/2008	Consumer Rebuttal to Business Response	<p>(The consumer indicated he/she DID NOT accept the response from the business.)</p> <p>I do not find the information provided by Lincoln College as an acceptable response. I received a called from [REDACTED] on or about Thursday, 3 January, 2008. [REDACTED] stated that I could come to the Marietta Campus to pick up paperwork regarding the certifications from the NCCER; however, I could not get there at the time because I was preparing to leave on vacation the next day. On 7 January, 2008, While on vacation I phoned the NCCER to get verification that Lincoln College had successfully provided all of the necessary paperwork needed for my full credentials. I spoke with [REDACTED] at approximately 3:24 EST and was told that I was on record for completing the Core curriculum, which may or may not have been a part of the battery of tests taken at Lincoln. (I paid for, sat for, and passed a portion of a similar battery of tests through the NCCER (EST/CI or something similar) which was not affiliated with Lincoln College of Technology). In either case, [REDACTED] stated only that I was entered for the Core curriculum, not for the full battery of tests for which I paid Lincoln College. I expect to receive credentials for Core, Level I and Level II. Furthermore, I have not received documentation from the NCCER which verifies that I will receive full credit for the examinations that I have taken. I was informed by [REDACTED] (my spelling) at Lincoln College, that due to some administrative problem that I would have to take all of the tests over again. In all, there would be 22 tests to take. This would be unacceptable, since this would cause further hardship.</p> <p>Until I have received a full refund, and Lincoln College has stopped advertising that they are authorized to give NCCER exams, or I have received verification from the NCCER that they have validated all of the examinations I took at Lincoln College of Technology, and that my name has been entered into the NCCER registry for all of the examinations that I have previously taken through Lincoln, I cannot accept their response as acceptable.</p>