

#### COMMONWEALTH OF PENNSYLVANIA DEPARTMENT OF EDUCATION 133 MARKET STREET HARRISBURG, PA 17126-0333

www.pdc.state.pa.us

February 20, 2009

Lincoln Technical Institute 2180 Horning Road, Bldg A Philadelphia, PA 19116

Dear I

I regret to inform you that this office has received a written complaint against your school,

I have enclosed a copy of the complaint received. Please provide a written response to include copies of any supporting documentation (student enrollment agreement, PDE-279 forms for instructor qualifications, etc.) that will support the school's reply. Please have the school's reply to this complaint arrive in this office no later than March 23, 2009.

Your attention to this matter is appreciated.

Sincerely,

R -- Redacted by HELP Committee

Division of Private Licensed Schools Bureau of Postsecondary Services

R -- Redacted by HELP Committee

LINC0000264

## STATE BOARD OF PRIVATE LICENSED SCHOOLS



# Student Complaint Questionnaire

In order for the State Board of Private Licensed Schools to investigate a complaint, a student must first follow the school's written policy for procedures concerning student grievances, then provide the following information: <u>A COPY OF THIS COMPLAINT WILL BE SENT TO THE SCHOOL</u>.

A.	GE	VERAL INFORMATION -
	1.	School Name and Address -
	<b>,</b>	Lincoln Technical Institute
		2180 Hornig Boad
		Philadelphia, PA 19118 Way Con
	2	Your Name and Address -
	3.	Title of your program - Medical Billing and Coding
	4,	Dates of your attendance - From October 2006 To May 2007
	<sub>.</sub> 5.	Your Home Telephone Number: Work # (8:00 a.m. to 4:00 p.m. EST):
	6.	Your Signature - ATHIS FORM MUST BE SIGNED)  Date - 2 17 09
B.	SCH	OOL POLICIES AND PROCEDURES -
	I.	Does the school have an established policy and procedure for resolving student complaints? (Check one) Yes No
	2.	Have you followed the school's established procedure for resolving student complaints? Yes No No

- Continued On Side Two -

- Side Two -

LINC0000265

Since you have discussed your concerns with the school administrator who identified in the school's procedure for resolving complaints, please provide the name and title of that school official -		
Brief summary of outcome - At the time, he told me that I should stay at school		
and that the issue would be resolved.		

#### C. COMPLAINT -

Please begin on this form and continue on a separate sheet of paper. In your own words, printed or typed, clearly explain the condition(s) which caused you to file a written complaint. Attach documents which verify your complaint. These documents should include copies of relevant documents and correspondence with school officials. DONOT SEND ORIGINALS. Please try to present the events and concerns in the order in which they occurred. Please include a final paragraph in which you identify the action you seek to resolve your complaint. Please attach all sheets together with this form on top:

In October of 2006, during my first "module", the instructor was not leaching the class.

I filed a formal complaint and was told to give the school another chance. However, throughout the seven month duration of the program, there were times when no instructor was present and we were told to leave early and keep quiet due to the potential ioss of federal funding. After graduation I went to the school to look for job placement and the two women who worked in that department had quit their jobs. I was told that no one would be able to help me find employment. I left my email address with an admissions representative and she never emailed me any job leads. My federal aid was wasted on something that I cannot even consider an education. I would like a full refund at this time.

(Continue your written complaint on separate sheets and attach them to this form.)

Please send this completed questionnaire along with any other documentation which will verify your complaint to:

State Board of Private Licensed Schools
Pennsylvania Department of Education
333 Market Street, 12th Floor
Harrisburg, PA 17126-0333
Telephone #: (717) 783-8228

PDE - 4635 (2/99)

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## MERIT ASSESSMENT REVIEW

Pursuant to CONN GEN. STAT. § 46a-83(b), the Commission on Human Rights and Opportunities (CHRO) is required to conduct a Merit Assessment Review (MAR) of all complaints (except housing). The purpose of the MAR review is to determine whether the complaint should be retained for a full investigation or dismissed.

Determination of the MAR process requires that the executive director/designee review:

- The complaint
- Respondent's answers to the complaint
- · Respondent's answers to the commission's request for information, if any
- · Complainant's comments, if any, and
- Any additional information from either party, if any



March 16, 2010

#### R -- Redacted by HELP Committee

170 Nutmeg Lane Stratford, CT 06614

Re: R-- Redacted by vs. Lincoln Technical Institute - Shelton, CT CP-687

### Dear R -- Redacted by HELP Committee

This Department has reviewed your complaint regarding Lincoln Technical Institute - Shelton, CT.

Upon careful review of all pertinent documents the Department has determined that Lincoln Technical Institute has not violated any Connecticut General Statutes or Regulations of State Agencies adopted by Section 10a-22x of the statutes. A copy of the Report on the Investigation of the Complaint is enclosed.

It should be noted that, per Section 10a-22k-13(c) of the Regulations of State Agencies, if either party does not accept the conclusions and recommendations of this office with respect to a complaint, they have the right to pursue a resolution in Connecticut Superior Court or through other legal means.

Sincerely,

R -- Redacted by HELP Committee

Academic Affairs

Enclosure

Cc: R -- Campus Director

Lincoln Education Services Company

61 Woodland Str Document On Rage 506105-2326

www.ctdhe.org



# COMMONWEALTH OF PENNSYLVANIA DEPARTMENT OF EDUCATION

333 MARKET STREET HARRISBURG, PA 17126-0333 www.pde.state.pa.us

April 17, 2009

#### R -- Redacted by HELP Committee

Director Lincoln Technical Institute 2180 Hornig Road, Bldg. A Philadelphia, PA 19116

#### Dear R -- Redacted by HELP Committee

Thank you for your school's March 20, 2009 response to our letter regarding the complaint by R -- Redacted by HELP Committee

I have enclosed a copy of my letter to Ms. R - closing this complaint. The staff investigation of this matter indicated that there were no violations of the Private Licensed Schools Act or regulations.

Please contact me if you have any questions regarding this issue.

Sincerely, R -- Redacted by HELP Committee

Division of Private Licensed Schools
Bureau of Postsecondary Services
R -- Redacted by HELP Committee

Enclosure