

**Withdrawal/Cancellation and Refund Policy:**

A. A student is entitled to a full refund if one (1) or more of the following criteria are met:

- (1) The student cancels the enrollment agreement or application within three (3) days after signing. In the event the cancellation notice is mailed, the postmark date on the envelope is evidence of the date of cancellation.
- (2) The student does not meet the postsecondary proprietary educational institutions minimum admissions requirements, accreditation requirements, or federal program requirements.
- (3) The student's enrollment was procured as a result of misrepresentation in the written material utilized by the school.
- (4) If the student has not visited the school prior to enrollment, and upon touring the school, or attending the first class, the student withdraws from the program within one (1) hour of the end of the first class.

B. A student withdrawing from the school's published program, after starting the instructional program is entitled to a pro-rata refund based upon the number of days, minus the non-refundable registration fee and physical/drug testing/License fees if they were paid at the school. Any student completing more than fifty percent (50%) of the course curriculum is not entitled to a refund.

C. For extenuating circumstances, a pro-rata refund will be based upon the last day of Attendance.

**Student Grievance Policy:**

- Students who have a grievance against the school must first report the grievance to the course instructor, if the grievance is against the course instructor or the course instructor is not able to resolve the grievance,
- Then the student must report the grievance to the Chief Instructor, if the Chief Instructor is not available or the grievance is against the Chief Instructor, or the Chief Instructor is not able to resolve the grievance,
- The student shall submit a written time-stamped copy of the student's internal grievance via email or certified US mail, the student shall label this grievance, "Internal Grievance" so the school is aware of the intent of the student's email or certified US mail to the School Administrator. The School Administrator will respond to the students written time stamped "internal grievance" within 20 days and this response will be to the student in written form. The School Administrator's decision is final.
- Should the student dispute the School Administrator's decision, or if the student's grievance is against the School Administrator, the student may request in writing by Email or Certified mail that the grievance be heard by the School Director, the School Director will respond to the written time stamped request to hear the internal grievance within 10 days and this response will be given to the student in written form. The School Director's decision is final.
- If a student is unable to settle a dispute with the truck driver training school, the student can direct any complaints to local DOT or DMV representative.

