



**PITTSBURGH CAREER INSTITUTE
ENTRANCE COUNSELING SUPPLEMENTAL INFORMATION
DISPUTE RESOLUTION, ARBITRATION & CLASS ACTION WAIVER**

Pittsburgh Career Institute (“PCI”) Dispute Resolution Process

Many student complaints can be resolved through discussion with the appropriate instructor or staff member and the use of this grievance procedure, and Pittsburgh Career Institute encourages students to make contact at the first indication of a problem or concern.

The school catalog describes the PCI grievance procedure. Students should follow these procedures so that problems can be fully and fairly investigated and addressed. The student will not be bound by any resolution unless the student agrees to accept it. If the student does not accept a proposed conclusion or resolution, then the student may pursue the matter in arbitration as provided for in the student’s Enrollment Agreement. However, the student must pursue his or her claim through this procedure first.

Pittsburgh Career Institute and the student agree to participate in good faith in the grievance procedure.

Step 1 – Grievances or complaints involving an individual instructor or staff member should first be discussed with the individual involved. Grievances or complaints involving a policy or class should first be discussed with the individual enforcing that policy, the class instructor, or the Program Director. Alternatively, the student may submit the complaint to the campus Chief Academic Officer.

Step 2 – If the matter is not resolved to the student’s satisfaction in Step 1, the student may submit a written, dated, and signed statement of the grievance or complaint and a description of the actions that have taken place thus far to the next level of authority directly or through the Chief Academic Officer.

Step 3 – If the matter is not resolved to the student’s satisfaction in Step 2, the student’s next step is to submit a written, dated, and signed statement to the Campus President. Within five (5) days of the President’s receipt of the written statement, the President will arrange for a preliminary meeting with the student to discuss the grievance, and the President will thereafter conduct an investigation, including providing the student with a full and fair opportunity to present evidence relevant to the matter. The President will render his/her decision in writing within ten (10) business days after concluding his/her investigation, setting out the President’s findings, conclusions, and reasoning. The President’s decision will be final. The student’s written complaint, together with the President’s decision, will become a permanent part of the files of the parties involved.



This grievance procedure is designed to address problems promptly and without undue delay. In order to achieve that, the student must initiate Step 1 within ten (10) business days of the incident or circumstance(s) giving rise to the complaint, and must initiate each other Step within ten (10) business days after receiving a response, or if more than twenty (20) business days have passed with no response. If the student fails to take any of the steps in this procedure within the required timeframes, then the student will be deemed to have accepted the resolution last proposed by Pittsburgh Career Institute. If PCI fails to act within the timeframes described in this procedure, then the student may elect to forgo any further steps in the grievance procedure and choose to go directly to arbitration as provided in the student's enrollment agreement.

If a student does not feel that the school has adequately addressed a complaint or concern, the student may contact the Accrediting Council for Independent Colleges and Schools. The student may also file a complaint directly with the Commonwealth of Pennsylvania Board of Private Licensed Schools. Students may submit any grievances regarding the Diagnostic Medical Sonography program to the Commission on Accreditation of Allied Health Education Programs (CAAHEP). Students may submit any grievances regarding the Respiratory Therapy program to the Commission on Accreditation for Respiratory Care (CoARC). Students may submit any grievances regarding the Veterinary Technology program to the American Veterinary Medical Association (AVMA). Contact information for each of these organizations is included in the school catalog.

If a student loan borrower has a dispute relating to the borrower's loans or to the provision of educational services for which the loans were provided, the student may contact:

Donna Stainbrook, Student Finance Manager
412-281-2600
dstainbrook@pci.edu

PCI Pre-Dispute Arbitration Agreement

As a condition for enrollment in Pittsburgh Career Institute, students enter into an enrollment agreement which provides that all disputes between a student and PCI will be resolved by binding arbitration.

Students thus give up their right to go to court to assert or defend their rights under their enrollment agreement (except for matters that may be taken to small claims court).

* A student's rights will be determined by a neutral arbitrator and not a judge or jury.

* Students are entitled to a fair hearing, but the arbitration procedures are simpler and more limited than rules applicable in court



* Arbitrator decisions are as enforceable as any court order and are subject to very limited review by a court.

Notwithstanding the student's agreement to resolve any disputes with PCI by binding arbitration:

- PCI does not require a Federal student loan borrower to participate in arbitration or any internal dispute resolution process offered by the institution prior to filing a borrower defense to repayment application with the U.S. Department of Education pursuant to 34 CFR § 685.206(e);
- PCI does not, in any way, require students to limit, relinquish, or waive their ability to pursue filing a borrower defense claim, pursuant to 34 CFR § 685.206(e) at any time; and
- Any arbitration required by the pre-dispute arbitration agreement contained within a student's enrollment agreement with PCI tolls the limitations period for filing a borrower defense to repayment application pursuant to 34 CFR § 685.206(e)(6)(ii).

Binding arbitration pursuant to a student's enrollment agreement with PCI will be conducted by the American Arbitration Association (the "AAA"), under its Commercial Arbitration Rules, including the Supplementary Procedures for Consumer-Related Disputes.

A student may begin the arbitration process by getting together the following documents:

- Notice of Arbitration and/or a Statement of Claim explaining the nature of the dispute and the relief requested
- The enrollment agreement with the arbitration clause that refers to the AAA
- Any supporting documents or exhibits
- Appropriate filing fee

When a student has all the above documents ready, the student can file their case in any one of the following ways:

- Online: <https://apps.adr.org/webfile>
- Email box: casefiling@adr.org
- Facsimile: 1 877-304-8457 or +1 212-484-4178 (fax number outside the US)
- Mail: American Arbitration Association—Case Filing Services, 1101 Laurel Oak Road, Suite 100, Voorhees, NJ 08043, USA

More information about the AAA arbitration process and the AAA Commercial Arbitration Rules can be obtained at www.adr.org or 1-800-778-7879.

For more information about PCI's arbitration process please contact:

Cindy Smith, Compliance Specialist
[*csmith@pci.edu*](mailto:csmith@pci.edu)



PCI Class Action Waiver

As a further condition for enrollment, students also agree that there shall be no right for claims to be arbitrated or litigated on a class basis or for the claims of more than one student to be arbitrated or litigated jointly or consolidated with any other Student's claims.

As an alternative process, students may seek redress under the PCI grievance procedure described above, which includes the ability to resolve disputes through a binding arbitration process. Students may also submit complaints to the school's accreditor, state licensing agency, program accreditors, and the U.S. Department of Education as described above and in the school catalog.

For more information about PCI's class action waiver please contact:

Cindy Smith, Compliance Specialist
csmith@pci.edu