



# **METROPOLITAN LEARNING INSTITUTE**

Licensed by the New York State Education Department

Non-Profit Educational Organization

*“ Innovative Approach Is Our Way to Success ”*

[www.gettraining.org](http://www.gettraining.org)

Main Campus:  
97-77 Queens Blvd., 9<sup>th</sup> Floor  
Rego Park, NY 11374  
Phone (718) 897-0482  
Fax (718) 897-5667

Extension:  
550 59<sup>th</sup> Street  
Brooklyn, NY 11220  
Phone (718) 492-2120  
Fax (718) 492-2197

## **MLI Student Comprehensive Dispute Resolution System (Grievance Policy)**

MLI recognizes that, on occasion, you may have a concern or issue with some aspect of your MLI experience. To ensure that you receive a prompt and fair response, MLI has created a formal system to facilitate the resolution of any concern or issue with Metropolitan Learning Institute. If you are not satisfied with the results, you have the right to pursue further action at each level of the process.

The first place to start if you have a concern or issue is to raise it informally with your instructor, or if it is not an instructional issue, with the appropriate MLI staff member. In many cases, your concern can be resolved at this informal level.

If that approach does not resolve your concern, you may begin the formal dispute resolution process by presenting a written description of your complaint to your instructor, or to the appropriate Metropolitan Learning Institute staff member. The written complaint should include as much information as possible to assist in addressing your concern and a statement of what you would like done to resolve the matter. The complaint must be signed, dated and include your address and telephone number(s).

In the event you do not obtain a resolution to your satisfaction at this level or subsequent level, you must request in writing that the next level consider your complaint.

- Level 1. Instructor/Appropriate staff member
- Level 2. Campus Director
- Level 3. MLI President

Students may also appeal the decision by writing to:

**New York State Education Department  
Bureau of Proprietary School Supervision  
116 West 32<sup>nd</sup> Street, 5<sup>th</sup> Floor, New York, NY 10001  
(212) 643-4760**

as well as

**The Council of Occupational Education  
7840 Roswell Road, Bldg. 300, Suite 325  
Atlanta, GA 30350  
Tel. (770) 396-3898/Fax: 770-396-3790  
[www.council.org](http://www.council.org)**