

## **CENTUREON INSTITUTE**

*The School of the People®*

4011 W Flagler St, Suite 306, Miami, FL 33134

**877-CENTUREON** | (877) 236-8873

[www.CENTUREON.edu](http://www.CENTUREON.edu) | [info@CENTUREON.edu](mailto:info@CENTUREON.edu)

# **Grievances and Complaints**

Information on Title IX is provided to all incoming new students at orientation, along with contact information for Centureon Institute's Title IX Coordinator. Please see Title IX postings throughout the campus for additional information.

Inquiries regarding Title IX should be referred to the Institute's designated Title IX Coordinator:

Hopblan Perez, Title IX Coordinator  
School Director 4011 West Flagler St Ste 306  
Miami, FL 33134  
Phone: 1833 -236-8873  
Email: [financialaid@centureon.edu](mailto:financialaid@centureon.edu)

## **GRIEVANCES AND COMPLAINTS**

A student with a grievance or complaint should begin by addressing the issue with the individual or department with whom the student has a grievance or complaint. The School Catalog outlines the proper chain of command for resolving academic and integrity issues. For complaints regarding institute department, faculty, or staff member, students should contact Student Services to assist in the remediation process.

Formal complaints must be submitted using the current Institute Complaint and Grievance Form and signed by the individual submitting the complaint. Complaints will not be accepted on behalf of another individual. Each individual with a complaint must submit their own completed and signed form. Anonymous complaints or those sent electronically will not be accepted as official complaints but will be reviewed. The form is available from the main office. A student may submit a formal complaint or grievance to:

Centureon Institute  
Student Services /Complaint  
4011 West Flagler St Ste 306  
Miami, FL 33134  
Phone: 1800-256-7327

The Office of Student Services will respond within ten business days from receipt of the complaint or sooner if practical. In the event the student feels the response was not managed properly, the student may submit a complaint to the following:

Centureon Institute  
ATTN: School Director, Complaint  
4011 West Flagler St Ste 306  
Miami, FL 33134

In the event the student feels the response was not managed properly by the office of School Director, the student may submit a complaint to the following:

Commission for Independent Education (CIE)  
Florida Department of Education  
325 West Gaines Street, Suite 1414  
Tallahassee, FL 32399  
Email: [cicinfo@fldoc.org](mailto:cicinfo@fldoc.org)  
Fax: 850-245-3238

Distance education students who have completed the internal institutional grievance process and applicable state grievance process may appeal non-instructional complaints to the FL-SARA PRDEC Council. For additional information on the complaint process, please visit the FL-SARA Complaint Process page at <http://www.fldoc.org/sara/complaint-process.shtml>. The email address is [FLSARAINfo@Fldoc.org](mailto:FLSARAINfo@Fldoc.org).

The following is the contact and mailing information for student complaints made to the Council on Occupational Education (COE).

7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350

### **HOUSING ASSISTANCE**

The Institute does not provide dormitories or subsidized housing for students.

### **CRIME AWARENESS AND CAMPUS SECURITY ACT**

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act is a federal statute (codified at 20 U.S.C. 1092(f)) as part of the Higher Education Act of 1965, that requires all public and private institutions of postsecondary education participating in federal financial aid programs to maintain and disclose campus crime statistics and security information. It includes the VAWA (Violence Against Women Act) amendments to the Clery Act. Current students, faculty, and staff are directed to the Campus Security Report annually, no later than October 1". New students are directed to the report during the enrollment process and the report is reviewed. Information on crime statistics also available on the National Center for Education Statistic's University Navigator website which can be located through the United States Department of Education's website. Information based on Integrated Postsecondary Education Data Systems (IPEDS) based on the prior year's submissions. The complete annual report and contact information are available on the Institute website under the Consumer Info section.