

Proprietary Schools Act - 2009

Any enrolled student is afforded the right, per the *Proprietary Schools Act*, to file a complaint for violation of stated laws, rules, and policies as stated and related in the enrollment process of the School of Missionary Aviation Technology and as put forth as law in the above act.

The student shall first file a written complaint with either the maintenance training program director or the flight program director within five (5) days of the alleged infraction. If the student does not feel the matter has received adequate attention for a fair outcome, s/he may then appeal to the president/CEO of the school within five (5) days of the director's decision. If the student is not satisfied with the president/CEO's handling of the matter, s/he may present the matter in writing to the SMAT board chairman. If satisfaction is still not found, the student is free to file a formal complaint with the Michigan Department of Licensing and Regulatory Affairs with whom the School of Missionary Aviation Technology is licensed to operate.

No student shall be subjected to coercion, intimidation, interference, retaliation, or discrimination for registering such complaint or for assisting in the investigation of any alleged violation of laws or rules prohibiting free rights to be exercised.

ACCET Complaint Procedure

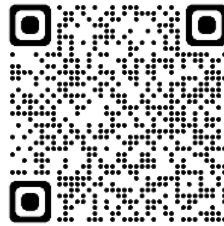
The School of Missionary Aviation Technology is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that quality educational training programs are provided. When issues or problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET-accredited institutions and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure, which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints that involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

If a student has used the institution's formal student complaint procedure, and the issue has not been resolved, the student has the right and is encouraged to submit a complaint to ACCET in writing via the online form on the ACCET website (<https://accet.org/about-us/contact-us>). The online form will require the following information:

1. Name and location of the ACCET institution
2. A detailed description of the alleged problem(s)
3. The approximate date(s) that the problem(s) occurred
4. The names and titles/positions of all persons involved in the problem(s), including faculty, staff, and/or other students
5. What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET
6. The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved
7. The status of the complainant with the institution (e.g., current student, former student)

Please include copies of any relevant supporting documentation (e.g., student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

Note: Complainants will receive an acknowledgment of receipt within 15 business days.



State of Michigan, Department of Licensing and Regulatory Affairs

The School of Missionary Aviation Technology is authorized by the Michigan Department of Licensing and Regulatory Affairs [LARA] to conduct post-secondary education. Complaints regarding how SMAT conducts business as a post-secondary educational institution may also be submitted to LARA.

Your complaint must be in writing and signed. Describe the factual basis for the allegation. Please do not include any information, such as your social security number, that you do not want to be released to the respondent. Do not send bulky material. If we need additional information, we will request it.

Please mail your complaint to the following address:

Michigan Department of Licensing and Regulatory Affairs
CSCL/Complaints



P O Box 30018
Lansing MI 48909

The Statement of Complaint and related forms may be obtained from this site, or you may request a form and information by telephone at 517-241-7000.