

SH'OR YOSHUV RABBINICAL COLLEGE

COMPLAINTS PROCEDURE

Internal Complaint:

A student wishing to file a complaint is urged to submit it in writing to the Yeshiva office with the label Attention: Rosh Yeshiva. The complaint will be presented to the Board of Directors at one of its subsequent meetings. A response in writing will be given to the student within 30 days following the board meeting.

Similarly, any student may appeal a decision of dismissal. An appeal letter with all supportive documentation should be submitted to the Rosh Yeshiva's office within 60 days of receipt of the notification of dismissal. The appeal board, headed by the Rosh Yeshiva, will notify the student as to its final decision within 45 days of the start of the appeal process.

AARTS Complaint:

All students also have the right to submit complaints to AARTS, the agency which accredits Sh'or Yoshuv Rabbinical College. A written complaint should be sent to: Association of Advanced Rabbinical and Talmudic Schools (AARTS) 2329 Nostrand Ave., M-200, Brooklyn, NY 11210, with the title: Student Complaint - Sh'or Yoshuv Rabbinical College. AARTS can also be contacted at telephone: 212.363.1991, or fax: 212.533.5335.

NY State Complaint:

A student also has the right to file a complaint with the State of New York Education Department using the policy below.

The person should first try to resolve the complaint directly with the institution by following the internal complaint procedures provided by the institution. If the complaint is still not resolved, a student may contact the appropriate department below.

Complaints concerning **programs in fields leading to professional licensure** (e.g., nursing) should be directed to:

Office of the Professions
Professional Education Program Review
Education Building , 2 West
Albany, NY 12234

A complaint against a college in the **State University system** should be sent to:

State University of New York
Central Administration
State University Plaza
Albany, NY 12246

A complaint against a college in the **City University system** should be sent to:

City University of New York
Office of the General Counsel
205 East 42nd Street, 11th floor
New York, NY 10017

Civil rights: a complaint involving discrimination based on race, color, national origin, age, disability and sex, including sexual harassment, should be filed with the U.S. Office for Civil Rights:

Office for Civil Rights (OCR) – Enforcement Office
U.S. Department of Education
32 Old Slip, 26th floor
New York, NY 10005 - 2500
Telephone: 646-428-3900
FAX: 646-428-3843
TDD: 877-521-2172

Email: OCR.NewYork@ed.gov

Or with:

NYS Division of Human Rights

<https://www.dhr.ny.gov/complaint#file>

A complaint of **consumer fraud** on the part of the institution should be directed to the Office of the New York State Attorney General, Justice Building, Empire State Plaza, Albany, NY 12223.

For a complaint about **state student financial aid matters**, contact the Higher Education Services Corporation (HESC) Customer Communications Center at 1-888-NYS-HESC.

Complainants should be aware that the Office of College and University Evaluation does not conduct a judicial investigation and has no legal authority to require a college or university to comply with a complainant's request.

If your complaint does not fall into one of the exceptions noted above, a complaint form can be accessed at <http://www.highered.nysed.gov/ocue/spr/documents/complaintform-accessible.pdf>.

Further information regarding filing a complaint with the New York State can be found at <http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>.