



ACCREDITATION AND LICENSURE

ACCREDITATION

All campuses of the New England Tractor Trailer Training Schools are accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). ACCSC is a recognized accrediting agency by the U.S Department of Education:

2101 Wilson Boulevard, Suite 302

Arlington, Virginia 22201

Telephone 703-247-4212

www.accsc.org

LICENSURE

Each campus of the New England Tractor Trailer Training School is licensed and/or approved by the appropriate state agency.

North Andover, MA Campus

Massachusetts Office of Private Occupational Schools

Division of Occupational Licensure

1000 Washington Street, Suite 710

Boston, MA 02118

Telephone 617-701-8719

Licensed by the Commonwealth of Massachusetts Division of Professional Licensure.

www.mass.gov/orgs/office-of-private-occupational-school-education

Pawtucket, RI Campus

Rhode Island Council on Postsecondary Education

Office of the Postsecondary Commission

560 Jefferson Boulevard, Suite 100

Warwick, RI 02886

Telephone 401-736-1100

Approved by the Rhode Island Board of Governors for Higher Education.

www.riopc.edu

Somers, CT Campus

Connecticut Office of Higher Education

450 Columbus Blvd., Suite 707

Hartford, CT 06103

Telephone 800-947-1816

Approved by the Connecticut Commissioner of Higher Education.

www.ctohe.org

Bridgeport, CT Campus

Connecticut Office of Higher Education

450 Columbus Blvd., Suite 707

Hartford, CT 06103

Telephone 800-947-1816

Approved by the Connecticut Commissioner of Higher Education.

www.ctohe.org

STUDENT COMPLAINT PROCEDURE

Resolution of problems should be sought as soon after the incident as possible. In general, students should try to resolve problems informally, first by discussing the problem with a school staff member in which the staff member should respond to the student within 3 business days of the informal complaint. If the student is unsatisfied with the staff member's response or the staff member does not respond within the three day period, the matter may be taken to the next level.

Formal complaints must be filed within 90 days from the time in which the student was made aware of the situation. The steps in the formal complaint procedure are as follows:

1. Written complaint must be submitted to the Campus Director.
2. Complaint will be acknowledged within 5 days.
3. Campus Director will investigate the complaint within 7 days.
4. Campus Director will issue a resolution report within 5 days of the completion of the investigation and meet with the student to discuss the findings. (Total of 17 days)
5. If the matter is not resolved to student's satisfaction an appeal may be made to the Corporate Office. This can be done in writing addressed to: NETTTS, 304 Victory Road, Quincy, MA 02171 ATTN: Executive Vice President.
6. Absent of extraordinary circumstances, the Corporate Office will make a ruling within 10 business days.

If the student does not receive a response at any level from the appropriate school authority, he/she may advance to the next level. The student has the right to contact their respective state authority which are listed below:

Bridgeport and Somers, CT Campuses

Students may reach out to the Executive Director of the Connecticut Office of Higher Education regarding the complaint. The address/phone number is as follow:

450 Columbus Boulevard, Suite 707
Hartford, CT 06103
Telephone (860) 947-1816
Web: www.ctohe.org/studentcomplaints.shtml

North Andover, MA Campus

Students may reach out to the Massachusetts Office of Private Occupational Schools, Division of Occupational Licensure, regarding a complaint at any time. The address/phone number is as follows:

1000 Washington Street, Suite 710
Boston, MA 02118
Telephone (617) 701-8719
Email Occupational.Schools@mass.gov
Web: <https://www.mass.gov/how-to/file-a-complaint-against-an-occupational-board-licensee>

Pawtucket, RI, Campus

Students may reach out to the Rhode Island Office of the Postsecondary Commissioner, Academic and Student Affairs regarding a complain at any time. The address/phone number is as follows:

560 Jefferson Boulevard, Suite 200
Warwick, RI 02866
Telephone (401) 736-1118
Web: <https://riopc.edu/policies/student-complaint-procedures/>

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response.

This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212
www.accsc.org | complaints@accsc.org

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting complaints@accsc.org or at <https://www.accsc.org/Student-Corner/Complaints.aspx>.