



## Student Consumer Complaint Process

A student must first work through the internal college processes for resolution of complaints. A student who believes that college procedures have not adequately addressed concerns identified under the Program Integrity Rule, may refer to external contact resources and links below, including the Washington Student Achievement Council (WSAC) Complaint Process.

### PROGRAM INTEGRITY RULE

Beginning July 1, 2011, the U.S. Department of Education regulations to improve the integrity of programs authorized under Title IV of the Higher Education Act (HEA), as amended (the “Program Integrity Rule”), take effect. The Program Integrity Rule requires, among other things, that each college or university authorized to offer postsecondary education in one or more states ensure access to a complaint process that will permit student consumers to address the following:

- Alleged violations of state consumer protection laws that include but are not limited to fraud and false advertising;
- Alleged violations of state laws or rules relating to the licensure of postsecondary institutions; and
- Complaints relating to the quality of education or other State or accreditation requirements.

Cornish College of the Arts, as an institution authorized to provide postsecondary education in the State of Washington, is committed to full compliance with the Program Integrity Rule, and provides the following confirmation to all current and prospective students:

The Northwest Commission on Colleges and Universities accredits Cornish College of the Arts. You may review the college’s accreditation documents at [www.nwccu.org](http://www.nwccu.org)

### COMPLAINT PROCESS

Cornish College of the Arts seeks to resolve all student concerns in a timely and effective manner. To that end, the following contact information and resources at Cornish are available to current and prospective students for the resolving of complaints.

*(continued)*

**Academic Affairs** (academic programs, accreditation)

Brian Harlan, Provost and Vice President of Academic Affairs 206.315.5821  
bharlan@cornish.edu

**Admissions** (admissions eligibility)

Sharron Starling, Director of Admission 206.726.5017  
sstarling@cornish.edu

**Student Accounts** (tuition/fee payments)

Grant Drinnen, Student Accounts Manager  
206.726.5084  
grantdrinnen@cornish.edu

**Financial Aid** (loans, scholarships, grants)

Sara Drummond, Director of Financial Aid  
206.726.5067  
sdrummond@cornish.edu

**Registration and Records** (academic records)

Chris Cook, Registrar  
206.726.5021  
ccook@cornish.edu

**Student Life** (student and campus life)

Brittany Henderson, Dean of Student Affairs  
206.726.5174  
bhenderson@cornish.edu

External contact resources and links, including the WSAC Complaints Process, for the resolution of Program Integrity Rule concerns that internal college procedures have not adequately addressed:

General and Out-of-State Distant Education  
Washington Student Achievement Council  
917 Lakeridge Way SW | Olympia, WA 98502  
360.753.7800 | [www.wsac.wa.gov](http://www.wsac.wa.gov)

**Academics**

Northwest Commission on Colleges and Universities  
(NWCCU)  
8060 165th Avenue NE  
Suite 100  
Redmond, WA 98052  
P:425.558.4224  
F:205.525.9848  
[www.nwccu.org](http://www.nwccu.org)

**State Student Aid**

Washington Student Achievement Council  
917 Lakeridge Way SW  
Olympia, WA 98502  
360.753.7800  
<https://wsac.wa.gov/student-complaints>

The Washington Student Achievement Council (WSAC) has authority to investigate student complaints against specific schools. WSAC may not be able to investigate every student complaint.