

Everest University is registered as an Out-of-State Fully Online institution by the Maryland Higher Education Commission, 6 N. Liberty Street, 10th Floor, Baltimore, Maryland 21201; (410)767-3388.

Student Complaint/Grievance Procedure

Persons seeking to resolve problems or complaints should first contact their instructor. Unresolved complaints should then be presented to the dean. Students who feel that the complaint has not been adequately addressed should contact the school president, who will provide a written response to the student within seven working days. If the problem remains unresolved, students may contact the Student Help Line at (800)874-0255 or by emailing studentServices@zenith.org. Students may also appeal to the Maryland Higher Education Commission at (800)974-0203, or contact the Accrediting Council for Independent Colleges and Schools, 750 First Street, N.E., Suite 980, Washington, DC 20002---4241, (202)336-6780.www.acics.org

IF YOU ARE A RESIDENT OF MARYLAND, THE FOLLOWING GRIEVANCE PROCEDURE WOULD APPLY:

Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
Main Phone: 410-576-6300 or 888-743-0023
Consumer Complaint Hotline: 410-528-8662
Ev mail: consumer@oag.state.md.us
Website: [http://www.oag.state.md.us/
index.htm](http://www.oag.state.md.us/index.htm)

The institution is subject to investigation of complaints by the Office of the Attorney General of the Maryland Higher Education Commission.