

# COMPLAINTS

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Startup Institute students complete weekly surveys that allow staff to gauge their satisfaction with the program experience and curriculum. Each week, survey results are reviewed by the associate director and communicated to the rest of the program team. Concerns and complaints that surface through the survey responses, and sessions rated with average, or below average scores, are addressed. Startup staff members follow up with students, in person, to unpack issues and decide on steps to resolve them.

Complaints or concerns that cannot be communicated through the surveys for any reason should be brought to the program director. We ask that students also document the complaint in an email to [feedback@startupinstitute.com](mailto:feedback@startupinstitute.com). In the event that a student does not feel comfortable sharing his/her complaint with the program director, an option to involve Startup Institute's CEO, Diane Hessian, is offered. ([diane@startupinstitute.com](mailto:diane@startupinstitute.com)).

**Beyond that, students can submit complaints in writing to the:**

Division of Private Business and Vocational Schools  
Illinois Board of Higher Education  
Attn: Student Complaint Division  
1 North Old Capitol Plaza, Suite 333  
Springfield, Illinois 62701