

COMPLAINT COMMITTEE MEETING MINUTES

June 25, 2015

Members Present: Mr. Glen Tharp
Ms. Trish Leonard
Dr. Henry Radda

Also Present: Teri Stanfill, Director
Keith Blanchard, Deputy Director
K.D., Board Secretary

I. CALL TO ORDER – 1:00 P.M.

Chairman Glen Tharp called the Complaint Committee meeting of the Arizona State Board for Private Postsecondary Education Board Meeting to order at 1:00 P.M.

II. MINUTES: APRIL 23, 2015

Ms. Leonard made a motion to approve the minutes of the April 23, 2015 Complaint Committee meeting as submitted. Mr. Tharp seconded the motion. **Minutes approved**

Executive Session:

Mr. Tharp made a motion to enter into Executive Session to obtain legal advice. Dr. Radda seconded the motion. Executive Session 1:05 p.m. Executive Session ended 1:10 p.m.

Return to meeting: 1:11 p.m.

**III. Determination to open a complaint – National Laser Institute
Institution: David Silberman (Telephonically)
Complainant: T.B.**

Mr. Blanchard summarized the complaint. Complainant T.B. stated she went to National Laser Institute regarding treatment she received for sun damage/freckles on her legs, arms and face. She stated she was treated by a “teacher” and not students. T.B. stated she was a “consumer” of the National Laser Institute MedSpa. Tracey Stockwell, the spa manager, stated T.B. was a patient of the spa and not at the training facility. She stated some of the laser technicians are also teachers at the institute.

ACTION: After review and discussion, Ms. Leonard made a motion to not open a complaint citing lack of jurisdiction. Ms. Leonard further clarified that the treatment received by T.B. was at the National Laser Institute MedSpa, which is not under the State Board’s jurisdiction. Mr. Tharp seconded the motion. **Motion Carried.**

IV. STUDENT COMPLAINT

A. #15-S005 Arizona Summit Law School

Institution: Shirley Mays, Dean
Student: S.N.

Mr. Blanchard briefly summarized the complaint. On December 29, 2014, complainant S.N. submitted a complaint against Arizona Summit Law School (“ASLS”) regarding ASLS failure to follow its published grade appeal policy. S.N. attempted to communicate through email with an instructor regarding a review of a grade in Civil Procedure 1. This communication attempt directed to an instructor regarding a grading issue was pursuant to ASLS hand book and was required as part of the initial grade appeal. The next step in the grade grievance was to file an appeal, which was completed on or about February 15, 2013. His appeal was denied on March 8, 2013.

S.N. stated there were issues with how financial aid was being administrated and indicated he felt there was “fraud” involved.

S.N. alleged that an out-of-state attorney (not licensed in Arizona) was representing Arizona Summit Law School in this complaint, which violated Arizona State Bar rules.

The committee reviewed and discussed the allegations. S.N. and ASLS both made presentations to the committee regarding their responses. Ms. Leonard made an in-depth review of S.N.’s NSLDS print-out and his financial aid file. The committee stated the allegation regarding practicing in Arizona without a license was a State Bar of Arizona complaint and not within the jurisdiction of this Board.

ACTION: After review and discussion of the evidence, Ms. Leonard stated the following concerns:

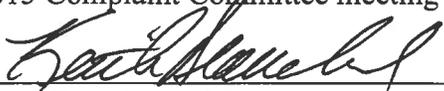
1. Arizona Summit Law School may have failed to comply with its published policy pertaining to student grade appeals as published in its student handbook. Arizona Summit Law School may have been in violation of A.R.S. § 32-3051 (14) Failure to follow published administrative polies, procedures and fees of the educational institution
2. Arizona Summit Law School did a “drawn down” of complainant’s financial aid funds and was not timely in making the appropriate adjustment or refund to Title IV.

Mr. Tharp made a motion to issue a Letter of Concern to include Ms. Leonard proposed language. Ms. Leonard seconded the motion. Motion Carried.

V. Call to the public: N/A

VI. ADJOURNMENT: 2:40 P.M.

The June 25, 2015 Complaint Committee Minutes were approved at the September 24, 2015 Complaint Committee meeting



Keith Blanchard, Deputy Director