

## YESHIVA GEDOLAH ZICHRON LEYMA

### COMPLAINT POLICY

#### **Internal Complaint Policy:**

Any student who has a complaint should submit it in writing to the Rosh Yeshiva. The complaint will be investigated, and the student will be informed of the resolution of his complaint, in writing, within 30 days. No person directly involved in the complaint issue will make the final determination.

#### **AARTS Complaint Procedure:**

Complaints can be filed with the office of the Association of Advanced Rabbinical and Talmudic Schools at 11 Broadway, Suite 405, New York, NY 10004, with the title: Student Complaint -Yeshiva Gedolah Zichron Leyma.

AARTS can also be contacted at Tel. 212.363.1991, or FAX: 212.533.5335.

#### **NJ State Complaint Policy**

For all types of complaints concerning colleges and universities in New Jersey, the first course of action must be to try to resolve the complaint directly with the administration of the college or university involved. The Office of the Secretary of Higher Education (OSHE) will not review a complaint until all grievance procedures at the institution have been followed, all avenues of appeal exhausted, and documentation provided that such procedures have been exhausted.

For complaints about state student financial aid matters (student loans, grants, scholarships, TAG, NJ STARS, etc.), contact:

Higher Education Student Assistance Authority (HESAA)  
(800) 792-8670 or (609) 584-4480

Civil rights complaints should be filed with:

Office for Civil Rights (OCR) - Enforcement Office

U.S. Department of Education

32 Old Slip, 26th floor

New York, NY 10005 - 2500

Telephone: (646) 428-3900

FAX: (646) 428-3843

Or:

New Jersey Office of the Attorney General, Division of Civil Rights

Complaints of consumer fraud on the part of the institution should be filed with:  
New Jersey Office of the Attorney General  
Division of Consumer Affairs

Students can also file a complaint form with:  
Office of the Secretary of Higher Education  
PO Box 542  
Trenton, NJ 08625