

The administration, faculty, and staff encourage open communication between students and faculty regarding course work, teaching methods, student concerns, etc.

- Should a problem arise within the class or clinical setting, the student should first speak to the faculty member involved.
- The Academic Advisor may be used as a resource at any step within the problem solving process.
- If the problem is not satisfactorily resolved at this point, the student should then speak to their Program Director.
- If the problem is related to the College facility, the College Secretary should be contacted.
- If the problem remains unresolved, the Student Fair Treatment Policy and Procedure may be initiated.

### [Fair Treatment Policy and Procedure](#)

If you feel that your situation cannot be resolved by the Fair Treatment Policy and Procedure, for example because of fraud or false advertising, you may contact the Office of Maine Attorney General at [www.maine.gov/ag/consumer/complaints/](http://www.maine.gov/ag/consumer/complaints/) or

#### **You can write a letter to:**

Attorney General's Consumer  
Information and Mediation Service  
6 State House Station  
Augusta, Maine 04333

#### **Call:**

You can call the Consumer Information and Mediation Service between 9 am - 12 noon and 1 pm - 4 pm, Monday - Friday, at 207-626-8849 or toll-free at 1-800-436-2131. Unfortunately, our phones are often busy. Each year we receive over 8,000 calls or letters. If our phone is busy consider using one of these other options to contact us.

#### **Email us:**

You can contact us via e-mail at [consumer.mediation@maine.gov](mailto:consumer.mediation@maine.gov). Due to the large number of consumer inquiries, we must limit our e-mail exchanges. Please include your name, address and phone number, and we will contact you.