





1. A complaint pertaining to occupational licensure requirements is to be submitted to the appropriate licensing board or entity. Licensing



the matter and report back to MHEC within 10 business days of receipt of MHEC notification.

4. Any requests by MHEC to the school or the student complainant for information or documents necessary for MHEC to achieve a determination of the complaint must be answered by the school or the student complainant within 10 business days following receipt of MHEC's request.
5. MHEC staff may interview the institution's employees, students, or the student complainant as part of its investigation.
6. MHEC may take regulatory action based on its review and in accordance with the Education Article and COMAR Title 13B, and the manner for which the institution is approved to operate.
7. MHEC will inform the student complainant and the school Director in writing of its determination(s).

**D. A complaint pertaining to matters other than those addressed in the Education Article or COMAR Title 13B, or pertaining to the institution's approved policies, will not be entertained by MHEC, nor will it be referred to another agency or organization.**