



Confidential Complaint Form

This form is to be completed in its entirety and then mailed or faxed to our association if you have a complaint about an institution's admission practices that appear to be in violation of NACAC's *Statement of Principles of Good Practice*.

Complaint submitted by:

Name: _____

Mailing Address: _____

City, State, Zip: _____

Phone: _____

Fax: _____

Primary Email: _____

Complaint against:

Name of Institution: _____

Name of Contact (if available): _____

Complaint (attach separate sheets if necessary):

Your complaint will be dealt with in a strictly confidential and professional manner. PACAC does not engage in disputes regarding fees, services rendered, financial misconduct or legal disputes. Our representatives will review your complaint and contact you with further details. In the event you require additional assistance, please contact PACAC at 570-472-2710 and inform the Executive Assistant that you have a complaint.

In order for PACAC to begin processing your complaint, you must agree to the following by printing and signing your name in the space provided.

- I understand and agree that PACAC must disclose the contents of my complaint to the Member institution complained against, the members of the PACAC Admission Practices Committee and other PACAC directors, officers and appropriate staff.
- I agree to keep this complaint confidential. I agree not to disclose all or any part of any record, document, file, evidence, the recommendation of the Admission Practices Committee or any decision of the Board regarding this complaint. I agree to indemnify and hold PACAC harmless from any claim, damages or inaction that may result from my improper disclosure.
- I declare that the facts stated or attached to this Confidential Complaint Form are true and correct to the best of my knowledge and belief.

AGREED:

Sign: _____

Date: _____

Print: _____

Fax or mail to:

PA Association for College Admission Counseling
PO Box 859
Enola, PA 17025

email: info@pacac.org
phone: 570-472-2710
fax: 800-603-8870