

## Student Complaint Policy

Effective Date: Fall 2026 | Applies To: All Enrolled Students

### Policy Statement

Montessori Makers Residency is committed to addressing student concerns promptly, fairly, and in good faith. Every student has the right to raise concerns about their experience in the program without fear of retaliation. MMR takes all complaints seriously and will make every effort to resolve them at the institutional level. Students who are not satisfied with MMR's response have the right to escalate their complaint to the Illinois Board of Higher Education.

### Complaint Process

Step	Action	Description
1	<b>Submit Written Complaint to MMR</b>	The student submits a written complaint to the Executive Director at info@montessorimakers.org. The complaint should describe the concern clearly, including relevant dates, parties involved, and any prior attempts to resolve the issue informally. If the complaint involves the Executive Director personally, the student may submit by mail to the MMR principal address.
2	<b>Acknowledgment</b>	MMR will acknowledge receipt of the complaint within two (2) business days of receiving it.
3	<b>Review and Response</b>	The Executive Director will review the complaint and provide a written response within ten (10) business days. The response will describe MMR's findings and any action taken or planned.
4	<b>Appeal</b>	If the student is not satisfied with MMR's response, they may request a second review in writing within five (5) business days of receiving the response. MMR will issue a final written determination within ten (10) business days of the appeal request.
5	<b>Escalation to IBHE</b>	If the student remains unsatisfied after MMR's final determination, or if the complaint involves a potential violation of the PBVS Act or Administrative Rules, the student may file a complaint directly with the Illinois Board of Higher Education (see contact information below).

#### COMPLAINTS AGAINST THIS SCHOOL MAY BE REGISTERED WITH THE BOARD OF HIGHER EDUCATION

##### Illinois Board of Higher Education

Division of Private Business and Vocational Schools  
1 N. Old State Capitol Plaza, Suite 333, Springfield, IL 62701  
Phone: (217) 782-2551  
Website: www.ibhe.org

### Non-Retaliation

MMR strictly prohibits retaliation against any student who submits a complaint in good faith. Retaliation of any kind against a student for filing a complaint will be treated as a serious violation of this policy and may result in disciplinary action against the responsible party.

## **Record Keeping**

MMR will maintain a written record of all student complaints received, the responses provided, and the resolution of each complaint. These records will be retained for a minimum of five years and made available to IBHE upon request. MMR will report complaint data to IBHE as required by the PBVS Act of 2012 and associated Administrative Rules.

## **Where This Policy Is Published**

This policy is published in the MMR Academic Catalog (2026-2027 and subsequent editions) and on the MMR website at [montessorimakersgroup.org/residency/policies](https://montessorimakersgroup.org/residency/policies). The IBHE complaint contact information is included in all MMR promotional materials and in the enrollment agreement provided to each student prior to enrollment.