

State of Wisconsin Educational Approval Program

Student Complaint Process Flowchart



You attempt to resolve a dispute with an EAP-approved school, but are unsuccessful.

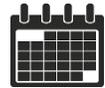
You contact the EAP and file a complaint.



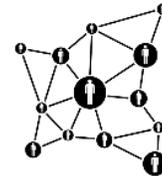
EAP staff will review your complaint and likely need to conduct an interview with you.



By law, complaints must be filed within one year of the student's last recorded date of attendance.



The EAP contacts the school and other relevant parties to gather additional information.



The EAP analyzes and attempts to verify information it obtains.



The EAP outlines the information and documents the facts.



The EAP brainstorms solutions and considers how to best resolve the matter.



The EAP seeks to resolve the issue through mediation based on the specific facts.



The EAP issues a decision.

The EAP informs you of its findings and recommended resolution.

