

ITT Technical Institute **ITT**

ITT Educational Services, Inc.
13000 North Meridian Street
Carmel, IN 46032

(317) 706-9200
www.itt-tech.edu

February 18, 2016

[REDACTED]
C/o Department of Veterans Affairs
Principles of Excellence
Complaint Case Manager

Re: [REDACTED]

Dear [REDACTED]

A copy of your complaint sent to the Veterans' Administration (VA) has been forwarded to my attention. I appreciate the opportunity to respond to the concern(s) you submitted online at <http://www.benefits.va.gov/gibill>.

Please note that when you enrolled at ITT Technical Institute, you signed an Enrollment Agreement (EA) in which you agreed to all terms of our school catalog, including our published Student Complaint/Grievance Procedure. A review of our records reveals that you did not use our established Student Complaint/Grievance Procedure to first afford the school you attended the opportunity to address or respond to your concerns. ITT Educational Services, Inc. is providing a response to your concerns even though this is outside of our established Student Complaint/Grievance Procedure. You can, however, locate the ITT Technical Institute you attended by accessing our website at <http://www.itt-tech.edu/campus/> and then view the school's catalog and Student Complaint/Grievance Procedure by selecting the "Catalog" hyperlink underneath the "Campus Information" section of the applicable campus webpage.

[REDACTED]

Upon receipt of your complaint, the school attempted to contact you without success at the telephone number, email address, and mailing address in your school file. Please contact the school at (817) 794-5100 if you have any questions about your enrollment, your student account, or this response.

In your complaint, you allege you have experienced issues in the following area(s): Financial/Refund Issues. As a resolution to your grievance, you have asked that you be refunded the amount you claim should have gone directly to the VA. We have reviewed your allegations and determined the following:

[REDACTED]