

Complaints and Academic Appeals Procedures

We are confident that, like the vast majority of students here, you will enjoy and be satisfied with your course. In most instances, we will be able to resolve any issues that do occur but we recognise that this will not always be possible. For this reason, CPDI has official procedures that allow eligible cases to be formally reviewed.

In order to address any issue or complaint, speak first with the Instructor. If the Instructor does not respond, or if you feel that your situation remains unresolved after seven (7) days, you may address your concern through a written or verbal complaint to the Director of Student Services.

The Director of Student Services will contact you within two (2) days of receipt of any written complaint to address your concerns. Verbal complaints will be addressed immediately. The Director of Student Services will then present a resolution to your complaint within seven (7) days.

Central Pennsylvania Diesel Institute LLC is licensed by the State Board of Private Licensed Schools, questions or concerns that are not satisfactorily resolved Central Pennsylvania Diesel Institute Staff may be brought to the attention of: State Board of Private Licensed School, Pennsylvania Department of Education, 333 Market Street, Harrisburg, PA 17126-0333