





**CONSUMER AFFAIRS DIVISION**

115 S. Andrews Avenue, Room A460 • Fort Lauderdale, Florida 33301 • 954-357-5350 • FAX 954-765-5309  
August 2, 2006

Florida Commission for Independent Education  
325 W. Gaines St. Ste 1414  
Tallahassee, FL 32399

**RECEIVED**  
BY: AUG 08 2006

COPY

Re: REDACTED  
REDACTED Concorde Career Institute

Dear :

Enclosed is a copy of a complaint recently received by this office.

We are forwarding this complaint for your consideration, as it appears to fall within your area of jurisdiction since it appears that the above school is representing to students that it can provide instruction leading to certification as a surgical technician and the allegation in the complaint is that it cannot do so because it is "not accredited." We have advised the complainant of our action. Please contact the complainant directly regarding this matter.

Very truly yours  
Redacted by HELP Committee

Supervisor, Consumer Protection  
Consumer Affairs Division

ltr06  
Enclosure

c: Concorde Career Institute  
4000 N State Road 7  
Lauderdale Lakes, FL 33319

REDACTED

170



DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES  
DIVISION OF CONSUMER SERVICES

**CONSUMER COMPLAINT FORM**  
s. 570.544(3), Florida Statutes

CHARLES H. BRONSON  
COMMISSIONER

Please return completed complaint form to:

Florida Department of Agriculture & Consumer Services  
Division of Consumer Services  
2005 Apalachee Parkway  
Tallahassee, Florida 32309-6500

PHONE: (850) 488-2221  
800-HELPFLA (435-7352) (FL ONLY)  
www.800helpfla.com

RECEIVED  
AUG 08 2006

*This information **MUST** be provided for the Department to mediate your complaint, as we correspond via U.S. mail. Incomplete forms **CANNOT** be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.*

Person Making Complaint:

REDACTED

State & Zip Code

REDACTED

Complaint is Against:

Concord INS  
Name of Business  
4000 N. State rd 7  
Mailing Address  
Broward  
Lauderdale Lakes, FL 33319  
City, County  
FL 33319  
State & Zip Code

Redacted by HELP Committee

Business Phone, Including Area Code

Business Email or Web Address

Product or Service involved: \_\_\_\_\_ Amount Paid:\$ \_\_\_\_\_

Date of Transaction: \_\_\_\_\_ I was contacted by: \_\_\_\_\_ Telephone \_\_\_\_\_ Mail \_\_\_\_\_ Other \_\_\_\_\_

What would satisfy your complaint? *if I didn't have to pay from anymore out of pocket monies because they lied by saying they*

\*The Department cannot require businesses to take a particular action such as repairing or replacing a product, or refunding money. The Department may act as a mediator to attempt dispute resolutions; however, on occasion, the only recourse is to seek legal remedy through the court system.

Have you retained an attorney? Yes  No  If Yes, you should rely on the advice of your attorney.

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? Yes  No

(ATTACH COPIES. DO NOT SEND ORIGINALS).

**NOTE:**

- All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 119, Florida Statutes.
- Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s.775.083, or s. 837.06, Florida Statutes.

Please circle your age group (optional): Under 25 25-35 36-45 46-55 Over 55  
(Enhanced penalties may be available based upon your age)

(PLEASE USE OTHER SIDE OF THIS FORM TO DESCRIBE YOUR COMPLAINT & TO ATTACH YOUR SIGNATURE.)  
Redacted by HELP Committee

*And the teacher of the class give answer to her favorite in the class. And that's not right either*

were discriminated against in class and were not pay

Please explain your complaint. Attach additional sheets if necessary.

My Complaint is, when I signed up for surgical tech at Concord, they told me they were accredited, Come to find out!!! I was into the course, they gave us papers and told us we had to sign them, because if they don't become accredited before we finish it's basically not their fault, so that when I got a sick feeling in my stomach, because if their not accredited I'm paying 20,000 grand for nothing, and I'll still be know one, because if that course is not accredited I can't sit down for the certification test, and that's the whole purpose of me going and speaking 20,000 grand, they need to investigate why are they charging so much for that course and their not accredited! (THAT'S DEAD WRONG,) I don't care if their private or not, it too much for a none accredited course bottom line I was told they got in trouble for something like this before, but that time it was for RN & LPN classes, and they wasn't accredited then, please please, do something about this problem people will be pay this money back for year, so not be anyone important

My signature authorizes the Department of Agriculture and Consumer Services to take any action deemed necessary for purposes of mediation, investigation or enforcement. I understand that the Department does not give legal advice, and cannot take legal action for me. I am filing this complaint to notify the Department of the activities of this business/ individual

I AM AWARE THAT THE PERSON/ BUSINESS WHICH I AM COMPLAINT.

REDACTED

Date: \_\_\_\_\_

P.S. also people in my class failed, a final exam twice, at that point they were suppose to be put on leave, or absent but instead, they let them take a 3rd exam

7/14/06

This is what I want from Concord, I want them to pay me back, my out of pocket money back! Send back the Government money that was use except for the book money! And bring their price down, Because they lied about being accredited and waited until I was 4 to maybe smoo in the course then gave us paper, pretty much stating that if they dont become accredited, they well not be the blame, my question is they are they telling people they are accredited & they are not, please, please please, do something about these Crooks, this is some type of law, for a school lying to students or people that are looking to better their lives, as far as sm concern they (breach every Contract) I have have signed. your truly

REDACTED

They must be punished  
they are Big Crooks



## **FAX COVER SHEET**

4000 N. STATE RD. 7  
LAUDERDALE LAKES, FL  
33319

Redacted by HELP Committee

*DATE: 8/10/2006 2:20 PM*

*TO: Harry Dotson*

*FROM: Redacted by HELP Committee  
Administrative Assistant*

*Re: Consumer Complaint from Dept of Agriculture & Consumer  
Services – Division of Consumer Services*

REDACTED

**THERE ARE 4 PAGES INCLUDING COVER SHEET. IF THERE IS A  
PROBLEM WITH THIS TRANSMITTAL PLEASE CONTACT** Redacted by HELP Committee

# FLORIDA DEPARTMENT OF EDUCATION



STATE BOARD OF EDUCATION

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T. WILLARD FAIR, *Vice Chairman*  
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ROBERTO MARTÍNEZ  
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KATHLEEN SHANAHAN  
LINDA K. TAYLOR

RECEIVED  
SEP 19 2006  
BY: \_\_\_\_\_

John L. Winn  
Commissioner of Education



September 15, 2006

REDACTED

Re: Concorde Career Institute  
Complaint# \_\_\_\_\_

Dear \_\_\_\_\_  
REDACTED

Enclosed is a copy of a letter that we received in response to your complaint. The Commission's role is to determine whether or not the school is in violation of statutes or rules. The school has addressed your complaints and is not in violation of the Commission's statutes or rules.

Your complaint will be retained and made a part of the institution's file, and will also be made available to our Program Specialists when they conduct future reviews of this school.

Thank you for bringing this to our attention. If you have further questions or further documentation in support of your position, please feel free to contact \_\_\_\_\_ at this office.

Sincerely,  
Redacted by HELP Committee

Consumer and Compliance Services Manager

cc: Redacted by \_\_\_\_\_ Campus President  
Concorde Career Institute ID# 416  
Redacted by HELP

SAMUEL L. FERGUSON  
Executive Director  
Commission for Independent Education

325 W. Gaines St., #1414 • Tallahassee, FL 32399-0400 • (850) 245-3200 • www.fldoe.org



September 8, 2006

Redacted by HELP Committee

Florida Department of Education  
325 W. Gaines Street  
Tallahassee, Florida 32399

Re:

REDACTED

Redacted by HELP Committee

Dear

In review of REDACTED complaint submitted to your office, Concorde Career Institute has prepared the following response:

- REDACTED D expressed concern in her complaint that the school was not accredited. She stated, "when I signed up for the Surgical tech, at Concord, they told me they were accredited. Come to find out!!! 5 months, into the course, they gave us papers and told us we had to sign them because if they don't become accredited before we finish it's basically not their fault".

REDACTED started the Surgical Technologist Program on January 23, 2006. She was given the campus catalog prior to starting her program of study. Concorde Career Institute is accredited by the Accrediting Commission of Career Schools and Colleges of Technology (ACCSCCT). As stated in the campus catalog (December 2004), "the Surgical Technologist Program is pursuing additional accreditation through the Accreditation Review Committee on Education in Surgical Technology (ARC-ST), a Commission on Accreditation of Allied Health Education Programs (CAAHEP) recognized Committee on Accreditation" (p. 24).

On November 14, 2005, REDACTED ED signed a *Student Disclosures and Acknowledgements* form (Appendix A) attesting that she received a copy of the campus catalog. In addition, on March 27, 2006, REDACTED signed a *Surgical Technology Accreditation Disclosure* form (Appendix B) explaining the Surgical Technology Program is currently not a CAAHEP accredited program, yet the campus is pursuing it. At no time did the campus try to hide from REDACTED ED or any of the other enrolled students the accreditation status of the Surgical Technologist Program. In fact, CAAHEP accreditation is voluntary. The school chooses to pursue this type of accreditation in order to enhance our students and graduates future and marketability.

- REDACTED D also expressed concerns that the campus at some point in time was faced with accreditation problems referencing a RN and LPN program.

4000 N State Rd 7 Suite 100 Lauderdale Lakes, FL 33319  
(954) 731-8880 (954) 485-2961  
E-mail: [www.concorde.edu](http://www.concorde.edu)

Confidential

CCC000109938

Concorde Career Colleges, Inc.  
Document 17, Page 9

Concorde Career Institute, Lauderdale Lakes campus has never offered a RN or LPN program.

- REDACTED <sup>Redacted by</sup> **alleged the instructor played favoritism by providing answers to her favorite in the class.**

On May 1, 2006, after REDACTED failed ST 120, she was informed that she must repeat the course, as per policy. At that time she reported to the Academic Dean and Program Director that Ms. Chang gave answers to one particular student. Her allegations were taken very seriously, prompting an immediate investigation to include closely monitoring her classroom management and student interaction. In addition, all student grades were audited by the Academic Dean and Program Director and no discrepancies were found; nor did classroom monitoring reveal student favoritism or lend any truth to REDACTED allegations.

- REDACTED <sup>Redacted by HELP Committee</sup> **alleged, "people in my class failed, a final exam twice, at that point they were supposed to be put on leave".**

After failing the first attempt of the final exam REDACTED and one other student failed the alternative testing final. The other student opted not to complete the program claiming it was too difficult and immediately executed a contract to enroll into the Dental Assistant program. REDACTED executed her right to a leave of absence, awaiting class availability. However, on June 6, 2006, she contacted the campus to explain she would not be returning to Concorde.

As per the Accreditation Review Committee on Education in Surgical Technology (ARC-ST), the initial Accreditation Process takes six (6) to twelve (12) month to complete. The process does not begin until the program begins and can not be completed until the students are within their clinical trials.

We are open to assist you in resolving REDACTED concerns.

Sincerely,  
Redacted by HELP

Campus President

Enclosures: Appendix A (Student Disclosures and Acknowledgements form)  
Appendix B (Surgical Technology Accreditation form)  
Catalog page 24

Cc: Harry Dotson, Corporate Director of Compliance and Accreditation *Seen 9-12-06*  
Pat DeBold, Vice President of Academic Affairs *Seen 9-12-06*

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4000 N State Rd 7 Suite 100 Lauderdale Lakes, FL 33319  
(954) 731-8880 (954) 485-2961  
E-mail: www.concorde.edu



# Student Disclosures and Acknowledgements

REDACTED

Date

11.14.05

## 1. PHYSICAL REQUIREMENTS / WORKING CONDITIONS

I acknowledge information received from Concorde outlining the physical requirements and duties of the training program for which I am applying.

By my signature, I confirm my physical ability to fulfill the responsibilities of the program and any positions, which I may be offered following graduation with or without reasonable accommodation.

### X-RAY RISK

I understand, acknowledge and accept the risk of possible exposure to radiation during my participation in the x-ray curricula, if applicable.

I understand and acknowledge that there is potential for fetal damage due to exposure to radiation during pregnancy.

Having a clear understanding of these risks, I wish to participate in the x-ray class, if applicable.

## 2. ATB / GED Statement

If you are admitted as an ATB (Ability to Benefit) student, we recommend that you obtain your GED to increase your employability and expand future opportunities.

Without a GED or High School diploma:

- You may encounter difficulty in securing certain entry-level types of employment. Some employers require proof of High School graduation or GED completion.
- You will not be eligible to sit for most national certification tests. National certification is required by some employers.

Concorde will provide you with a list of locations where local GED classes and testing are available and will reimburse you for state GED testing fee upon evidence that you have met GED requirements while a Concorde student.

## 3. TRANSFER OF CREDITS

The transfer of credits is, and always has been, at the sole discretion of the school to which you apply. Therefore, Concorde cannot guarantee the transfer of credits to any other educational institution, college, or university.

## 4. EXTERNSHIP / CLINICAL REQUIREMENTS

- For those Concorde training programs that require an externship / clinical experience, this is a mandatory portion of your training. Successful completion of the externship / clinical is a requirement for graduation.
- Daily transportation to your extern / clinical site is the responsibility of the student.
- Externship is an extension of classroom training provided and supported by medical clinical / office partnerships. As a student trainee at these facilities, there should be no expectation for financial compensation.
- The majority of our extern sites are available during normal business hours (days, Monday-Friday, 40 hours a week). For students attending evening classes, there can be no guarantee that an externship will be available outside normal business hours.
- I understand that the externship / clinical site may require drug testing.

## 5. CRIMINAL BACKGROUND CHECK DISCLOSURE

**Notice:** Due to Federal Privacy Regulations, Concorde does not require disclosure of pending criminal charge(s) or prior convictions(s) as part of our entrance requirements.

I have been informed and I understand that as a student, Concorde may be required to perform a criminal background check prior to my being assigned for training to certain clinical or extern facilities. If a criminal background check is required, the results of that background check will be made available to the clinical or extern facility. Any pending or prior criminal charge(s) or conviction(s) may result in my being unable to be assigned for clinical training. If I cannot be assigned for clinical training due to prior criminal charge(s) or conviction(s), I will be unable to successfully complete my program of study and I will be terminated from the school. The refund policy published on my enrollment agreement will apply and I will be responsible for any balance due the school, my lender, and / or the U.S. Department of Education.

I understand that if I have any pending or prior criminal charge(s) or conviction(s), I may not be granted a license / certification in my field of training even if I pass the license / certification examinations.

I understand that Concorde recommends that prospective students who have any criminal charge(s) pending or prior criminal conviction(s) seriously investigate employment possibilities / barriers applicable to the nature of the pending charge(s) or conviction(s) prior to enrollment.

04.4118 (04/04)



## SURGICAL TECHNOLOGY ACCREDITATION DISCLOSURE

Concorde Career Institute, 4000 N. State Road 7, Lauderdale Lakes, FL, 33319, is accredited by the Accrediting Commission of Career Schools and Colleges of Technology (ACCSCT). The Surgical Technology Program is pursuing accreditation through the Accreditation Review Committee on Education in Surgical Technology (ARC-ST), a Commission on Accreditation of Allied Health Education Programs (CAAHEP), 35 East Wacker Drive, Suite 1970, Chicago, IL 60601, (312) 553-9355, recognized Committee on Accreditation.

**The Surgical Technology Program is currently not a CAAHEP accredited program.**

Applying for CAAHEP accreditation is voluntary and DOES NOT GUARANTEE that it will be awarded to any program.

The Liaison Council on Certification (LCC-ST) currently allows only graduates of CAAHEP accredited programs to sit for their national examination that leads to the credential Certified Surgical Technologist (CST). Graduates of non-CAAHEP accredited programs can apply for an available alternate examination and credential as a "Tech in Surgery - Certified" from the National Center for Competency Testing (NCCT).

Currently there are no State of Florida certification requirements for the Surgical Technologist; however, individual hospitals may require it as a condition for employment.

REDACTED

3. / 27 / 08  
Date (month/day/year)

Revised: 7/05 - PFL

Distribution:

Original-Academic File

Copy-Student

**6. EMERGENCY RELEASE**

I hereby give my consent for any emergency medical attention which may be required while in attendance at Concorde.

Student's Name		Program of Study <i>ST/AFT</i>	
Family Physician <i>N/A</i>		Telephone Number (       )	
Street Address <i>N/A</i>		City, State & Zip	
Hospital Preference <i>nearest</i>			

**IN CASE OF EMERGENCY, CALL**

REDACTED

- A. I acknowledge the foregoing disclosures have been explained to me and I have read and understand them: 1. Physical Requirements / Working Conditions / X-ray Risk 2. GED Statement 3. Transfer of Credits 4. Externship / Clinical Requirements 5. Criminal Background Check, and 6. Emergency Release.
- B. By my signature below, I confirm my physical ability to fulfill the responsibilities of the program and any positions, which I may be offered following graduation with or without reasonable accommodation.
- C. I hereby give my consent with my signature below for Concorde to release information from my educational records to any prospective externship / clinical site or employer.
- D. I have had the opportunity to tour the campus facilities / equipment and have received a school catalog and addendum.
- E. I hereby give my consent with my signature below for Concorde to utilize any testimonial letters written by me or about me and any photographs of myself as promotional materials.
- F. I hereby release Concorde from all responsibility regarding any field trips and I will be fully responsible for the involvement of activities that will take place. I am fully aware that field trips are for observation and research purposes. I will provide my own transportation or will release Concorde from responsibility should transportation be provided by the school.
- G. I hereby give my consent for any future EMPLOYER(s) to verify my employment and salary information, and to release this information to Concorde.

REDACTED

of pharmaceutical care within these settings. (Prerequisites: PT110-PT240)

**PT260: Introduction to Ambulatory Care**

**Credit Hours 1.66**

**Clock Hours 40**

This course reviews pharmaceutical practice as seen in ambulatory care settings and describe medication distribution and provisions of pharmaceutical care within these settings. (Prerequisites: PT110-PT250)

**PT310: Ambulatory Externship**

**Credit Hours 3.55**

**Clock Hours 160**

This course allows students to assist with or actively participate in patient care using the ambulatory care knowledge acquired from classroom training. (Prerequisites: PT110-PT260)

**PT320: Institutional Externship**

**Credit Hours 3.55**

**Clock Hours 160**

This course allows students to assist with or actively participate in patient care using the institutional care knowledge acquired from classroom training. (Prerequisites: PT110-PT260)

**Program Summary**

<b>Semester Credit Hours</b>	<b>34.0</b>
<b>Total Class Hours</b>	<b>480</b>
<b>Externship Hours</b>	<b>320</b>
<b>Total Hours</b>	<b>800</b>
<b>Class Weeks</b>	<b>24</b>
<b>Clinical Externship Weeks</b>	<b>8</b>
<b>Total Instructional Weeks</b>	<b>32</b>

**SURGICAL TECHNOLOGIST**

**Description of the Profession**

The Surgical Technologist is a highly skilled and knowledgeable allied health professional who, as an essential member of the surgical team, works with surgeons, anesthesia providers, O.R. nurses and other professionals in providing safe care to the surgical patient.

Surgical Technologists possess expertise in assisting surgeons in the safe and effective conduct of both major and minor surgical procedures in several specialty services and in a variety of surgical settings. Professional duties include aseptic technique, O.R. environmental safety, equipment set-up, instrumentation, preparing medications, and directly assisting in the three phases of surgical patient care; preoperative, intraoperative and post-operative.

The entry-level Surgical Technologist works in acute-care hospitals, outpatient surgery centers, surgical clinics, central sterile processing departments, birthing centers and other health care settings throughout the United States.

**General Objective**

The Surgical Technology program is designed to prepare graduates with the basic knowledge and fundamental practical / professional skills needed for employment as entry level generalists in the field.

The program combines academic studies in the classroom, hands-on laboratory instruction and clinical training in various surgical settings to prepare graduates who are eligible for employment in a variety of surgical settings.

The Surgical Technology Program is pursuing additional accreditation through the Accreditation Review Committee on Education in Surgical Technology (ARC-ST), a Commission on Accreditation of Allied Health Education Programs (CAAHEP) recognized Committee on Accreditation.

**Health Screen**

Each student must satisfactorily pass a health screen for tuberculosis and attend an orientation on blood-borne pathogens, and fulfill hepatitis B vaccination requirements.

**Program Requirements**

A student must successfully complete the program of study consisting of 52 credit hours and must maintain a cumulative grade point average of 2.0. A diploma will be issued upon successful completion of the program.

**Skills Proficiency**

Students must be able to perform certain skills in order to work as a Surgical Technologist. These skills are learned in the lab portion of the program. The lab portion involves the practical application of theory. The instructor evaluates all practical work. Hands-on instruction, using the actual tools of the trade, quickly facilitates the transfer of theory to practice. Students will perform certain procedures on each other. All students must participate. All students must take and pass a final skills practical test before being released for clinical practice.

**Classroom Size**

Students receive a maximum of personal attention in classes limited to a ratio of 12 students per instructor per laboratory session.



mailed 9-8-06 to

H. Dotson

P. Debold

Redacted by HELP Committee

September 8, 2006

Redacted by HELP Committee

Florida Department of Education  
325 W. Gaines Street  
Tallahassee, Florida 32399

DRAFT

Re: REDACTED

Dear [REDACTED]

In review of [REDACTED] complaint submitted to your office, Concorde Career Institute has prepared the following response:

- [REDACTED] expressed concern in her complaint that the school was not accredited. She stated, "when I signed up for the Surgical tech, at Concord, they told me they were accredited. Come to find out!!! 5 months, into the course, they gave us papers and told us we had to sign them because if they don't become accredited before we finish it's basiely not their fault".

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On November 14, 2005 [REDACTED] signed a *Student Disclosures and Acknowledgements* form (Appendix A) attesting that she received a copy of the campus catalog. In addition, on March 27, 2006, [REDACTED] signed a *Surgical Technology Accreditation Disclosure* form (Appendix B) explaining the Surgical Technology Program is currently not a CAAHEP accredited program, yet the campus is pursuing it. At no time did the campus try to hide from [REDACTED] or any of the other enrolled students the status of the Surgical Technologist Program. In fact, CAAHEP accreditation is voluntary. The school chooses to pursue this type of accreditation in order to enhance our students and graduates future and marketability.

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(954) 731-8880 (954) 485-2961  
E-mail: www.concorde.edu

Confidential

CCC000109944

REDACTED started the Surgical Technologist Program on January 23, 2006. She was given the campus catalog prior to starting the program and was given the Surgical Technology Accreditation Disclosure form two months after starting the program.

- REDACTED also expressed concerns that the campus at some point in time was faced with accreditation problems referencing a RN and LPN program.

Concorde Career Institute, Lauderdale Lakes campus has never offered a RN or LPN program. Nor has the campus ever offered a program that was denied accreditation.

- REDACTED claimed the instructor, REDACTED by HELP, played favoritism by providing answers to "her favorite in the class".

On May 1, 2006, after REDACTED failed ST 120, she was informed that she must repeat the course, as per policy. At that time she reported to the Academic Dean and Program Director that REDACTED gave answers to one particular student. Her allegations were taken very seriously, prompting an immediate investigation to include closely monitoring REDACTED by HELP Committee her classroom management and student interaction. In addition, all student grades were audited and no discrepancies were found; nor did REDACTED classroom monitoring reveal student favoritism or lend any truths to Ms. REDACTED by HELP Com

REDACTED allegations.

- REDACTED alleged, "people in my class failed, a final exam twice, at that point they were supposed to be put on leave".

After the first attempt, REDACTED as well as only one other student, failed the alternative testing final. The other student opted not to complete the program claiming it was too difficult and immediately executed a contract with this campus to enroll into the Dental Assistant program. REDACTED executed her right to a leave of absence, awaiting class availability. However, on June 6, 2006, she contacted the campus to explain she would not be returning to Concorde.

As per the Accreditation Review Committee on Education in Surgical Technology (ARC-ST), the initial Accreditation Process takes six (6) to twelve (12) month to complete. The process does not begin until the program begins and can not be completed until the students are within their clinical trials. Concorde stands on its proven history of "Flawless Regulatory Compliance". We are open to helping assist you in resolving REDACTED concerns.

Thank You,

Redacted by HELP

Campus President

---

4000 N State Rd 7 Suite 100 Lauderdale Lakes, FL 33319  
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E-mail: www.concorde.edu

# FLORIDA DEPARTMENT OF EDUCATION



STATE BOARD OF EDUCATION

F. PHILIP HANDY, *Chairman*  
T. WILLARD FAIR, *Vice Chairman*

Members

DONNA G. CALLAWAY  
ROBERTO MARTÍNEZ  
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KATHLEEN SHANAHAN  
LINDA K. TAYLOR

John L. Winn  
Commissioner of Education

RECEIVED  
SEP 05 2006  
BY: KFL



August 30, 2006

Redacted by HELP  
Concorde Career Institute ID# 416  
Redacted by HELP

Re

REDACTED

Redacted by HELP  
Dear HELP, Campus President:

We have received the enclosed complaint. Prior to making a determination of the complaint's validity we would like your response to each of the allegations along with any supporting documentation. Please mail your response to <sup>Redacted by HELP Committee</sup> at the Commission's address listed on the letterhead.

We require a written response by **September 19, 2006**. We will also communicate with the complainant and after we have received all responses, we will contact all parties and attempt to reach a resolution.

Sincerely,

Redacted by HELP Committee

Redacted by HELP Committee

Executive Director

cc:

REDACTED

Redacted by HELP  
Executive Director  
Commission for Independent Education

325 W. Gaines St., #1414 • Tallahassee, FL 32399-0400 • (Redacted) • www.fldoe.org



RECEIVED  
SEP 05 2006  
BY: PFL

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06 AUG -7 PM 2:39  
COMMISSION FOR  
INDEPENDENT EDUCATION

**CONSUMER AFFAIRS DIVISION**

115 S. Andrews Avenue, Room A460 • Fort Lauderdale, Florida 33301 • 954-357-5350 • FAX 954-765-3309  
August 2, 2006

Florida Commission for Independent Education  
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Tallahassee, FL 32399

Re: [REDACTED] Concorde Career Institute

Dear :

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Very truly yours  
Redacted by HELP Committee

Supervisor, Consumer Protection  
Consumer Affairs Division

ltr06  
Enclosure

c: Concorde Career Institute  
4000 N State Road 7  
Lauderdale Lakes, FL 33319

REDACTED

RECEIVED  
06 AUG -6 PM 7:01  
COMMISSION FOR  
INDEPENDENT EDUCATION

Broward County Board of County Commissioners  
Josephus Eggelton, Jr. • Ben Graber • Sue Gunzburgér • Kristin D. Jacobs • Ilene Lieberman • John E. Rodstrom, Jr. • Jim Scott • Diana Wasserman-Rubin • Lois Wexler  
[www.broward.org/consumer](http://www.broward.org/consumer)

Confidential

CCC000109947

Concorde Career Colleges, Inc.  
Document 17, Page 18

170



CHARLES H. BRONSON  
COMMISSIONER

DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES  
DIVISION OF CONSUMER SERVICES

RECEIVED

SEP 05 2006

CONSUMER COMPLAINT FORM  
s. 570.544(3), Florida Statutes

Please return completed complaint form to:

Florida Department of Agriculture & Consumer Services  
Division of Consumer Services  
2005 Apalachee Parkway  
Tallahassee, Florida 32399-6500

PHONE: (850) 488-2221  
800-HELPPFLA (435-7352) (FL ONLY)  
www.800helpfla.com

This information **MUST** be provided for the Department to mediate your complaint, as we correspond via U.S. mail. Incomplete forms **CANNOT** be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

Person Making Complaint:	Complaint is Against:
REDACTED	Concord INS Name of Business
	4000 N. State rd 7 Mailing Address
	Broward Lauderdale Lakes, FL 33319 City, County
	FL 33319 State & Zip Code
	Redacted by HELP Committee Business Phone, including Area Code
	Business Email or Web Address

were accredited name

Product or Service involved: \_\_\_\_\_ Amount Paid: \$ \_\_\_\_\_

Date of Transaction: \_\_\_\_\_ I was contacted by: \_\_\_\_\_ Telephone \_\_\_\_\_ Mail \_\_\_\_\_ Other \_\_\_\_\_

What would satisfy your complaint? if I didnt have to pay from anymore out of pocket monies, because they lied by saying they

\*The Department cannot require businesses to take a particular action such as repairing or replacing a product, or refunding money. The Department may act as a mediator to attempt dispute resolutions; however, on occasion, the only recourse is to seek legal remedy through the court system.

Have you retained an attorney? Yes  No  If Yes, you should rely on the advice of your attorney.

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? Yes  No   
(ATTACH COPIES. DO NOT SEND ORIGINALS).

NOTE:

- All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 119, Florida Statutes.
- Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 837.06, Florida Statutes.

Please circle your age group (optional): Under 25 25-35 36-45 46-55 Over 55  
(Enhanced penalties may be available based upon your age)

PLEASE USE OTHER SIDE OF THIS FORM TO DESCRIBE YOUR COMPLAINT & TO ATTACH YOUR SIGNATURE.  
Redacted by HELP Committee

DACS-10000 5/04

And the teacher of the class give answer to her favor in the class And that's not right either

Confidential

CCC000109948

Concorde Career Colleges, Inc.  
Document 17, Page 19

RECEIVED  
SEP 05 2006  
BY: FFL

Please explain your complaint. Attach additional sheets if necessary.

My complaint is, when I signed up for Surgical Tech at Concord, they told me they were accredited. Come to find out!!! Snags into the course, they gave us papers and told us we had to sign them, because if they don't become accredited before we finish it's basically not their fault, so that when I got a sick feeling in my stomach, because if they're not accredited I'm paying 20,000 grand for nothing, and I don't know one, because if that course is not accredited I can't sit down for the certification test and that's the whole purpose of me going and speaking 20,000 grand, they need to investigate why are they charging so much for that course and their not accredited! (THAT'S DEAD WRONG!) I don't care if their private or not, it too much for a none accredited course bottom line I was told they got in trouble for something like this before, but that time it was for RN & LPN classes, and they wasn't accredited then, please

please please, do something about this problem people will be pay this money back for year, to not be another important

My signature authorizes the Department of Agriculture and Consumer Services to take any action deemed necessary for purposes of mediation, investigation or enforcement. I understand that the Department does not give legal advice, and cannot take legal action for me. I am filing this complaint to notify the Department of the activities of this business/individual and to seek any assistance available. I ACKNOWLEDGE THAT I AM AWARE THAT THE PERSON/BUSINESS WHICH I AM COMPLAINING AGAINST WILL RECEIVE A COPY OF THIS COMPLAINT.

Sign:

REDACTED

Date: \_\_\_\_\_

P.S. also people in my class failed a final exam twice, at that point they were suppose to be put on leave no consent but instead, they let them take a 3rd

Confidential

CCC000109949

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SEP 05 2006  
BY: *PKV*

7/14/06

This is what I want from Concord, I want them to pay me back, my out of pocket money back! send back the money that was use except for the book money! and bring their price down, because they lie about being accredited and waited until I was 4, to maybe 5mos in the course. Then gave us paper, pretty much stating that if they dont become accredited, they well not be the blame, my question is they are they telling people they are accredited & they are not, please, please please, do something about these Crooks, this is some type of law, for a school lying to students or people that are looking to better their lives, as far as sm concern they (breach every Contract) I have signed. your truly.

REDACTED

They must be punished  
they are big crooks

RECEIVED  
SEP 05 2006  
BY: *PKV*



## **FAX COVER SHEET**

4000 N. STATE RD. 7  
LAUDERDALE LAKES, FL  
33319

Redacted by HELP Committee

**DATE:** 9/5/2006 6:19 PM

**TO:** Harry Dotson

**FROM:** Redacted by HELP Committee  
Administrative Assistant

**Re:** Letter from Florida Department of Ed re: 1 Redacted by HELP Committee  
Complaint #363

**THERE ARE 7 PAGES INCLUDING COVER SHEET. IF THERE IS A  
PROBLEM WITH THIS TRANSMITTAL PLEASE CONTACT** Redacted by HELP Committee