

# Phoenix Masonry School, Inc.

3593 W. Northern Ave, Unit 4

Phoenix, AZ 85051

(602) 691-1896

[www.PhxMasonrySchool.com](http://www.PhxMasonrySchool.com)

Licensed by the Arizona State Board for Private Postsecondary Education

[www.azppse.gov](http://www.azppse.gov)

## Cancellation and Refund Policy

If for any reason an applicant is not accepted by Phoenix Masonry School, Inc, the applicant is entitled to a refund of all monies paid.

**Three-Day Cancellation:** An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. Within 30 days of receiving the notice of cancellation, Phoenix Masonry School, Inc shall provide 100% refund.

**Other Cancellations:** An applicant requesting cancellation more than three days after signing an enrollment agreement and having made an initial payment, but prior to entering the school, is entitled to a refund of all monies paid, less the administration/registration fees.

Refund after the commencement of classes:

1. Procedure for withdrawal/withdrawal date:
  - a. A student choosing to withdraw from Phoenix Masonry School, Inc after the commencement of classes must provide written notice to the Director of the school. The notice must indicate the expected last date of attendance and be signed and dated by the student.
  - b. For a student who is on authorized Leave of Absence (LOA), the withdrawal date is the date that the student was scheduled to return from the LOA and failed to do so.
  - c. All refunds will be issued within 30 days of the determination of withdrawal date.
  
2. Tuition charges/refunds:
  - a. Before the beginning of classes, the student is entitled to a refund of 100% of the tuition. Registration/administrative fee will be deducted after the tuition refund calculation b. After the commencement of classes, the paid tuition refund amount shall be determined as follows:

Percentage of <b>clock hours</b> attempted:	Tuition refund amount:
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10% or less	At least a 90%
More than 10% and less than or equal to 20%	At least a 80%
More than 20% and less than or equal to 30%	At least a 70%
More than 30% and less than or equal to 40%	At least a 60%
More than 40% and less than or equal to 50%	At least a 50%
More than 50%	No Refund is required

The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the current course.

Refunds will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return.

## Student Grievance Procedure

Phoenix Masonry School, Inc recognizes the right of students to procedural fairness and due process in matters involving discipline. All disciplinary actions will be documented in the student's academic file. The school will attempt to resolve complaints at the administrative level closest to the perceived problem.

If any student has a complaint, grievance, or dispute with Phoenix Masonry School, Inc, the said complaint, grievance, or dispute must be submitted to the Director in writing within 3 days. The Director will contact the student to set up a convenient time to discuss the matter and will then act upon the complaint, grievance, or dispute, within of receipt of that. If the complaint, grievance, or dispute cannot be resolved by the school's immediate grievance procedure, the student may file a written complaint within 5 business days with Phoenix Masonry School, Inc Attn: Office of the President at 3593 W. Northern Ave, Unit 4 Phoenix, AZ 85051.

If the complaint cannot be resolved after exhausting the school's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is 1740 W. Washington St., Phoenix, AZ 85007, phone # 602-542-5709, website address: [www.azppse.gov](http://www.azppse.gov)