

AVEDA INSTITUTE PHOENIX

ENTRANCE COUNSELING SUPPLEMENTAL INFORMATION DISPUTE RESOLUTION, ARBITRATION & CLASS ACTION WAIVER

Aveda Institute Phoenix (“AIX”) Dispute Resolution Process

1. Student should first discuss the challenge with their phase educator.
2. If the Student does not feel the phase educator resolved the challenge the next step is to schedule a meeting with the department team lead.
3. If the Student does not feel the team lead resolved the challenge the next step is to write a formal internal complaint to the director of education/ director:
 - a. A formal complaint must be completed by the Student and then given to the education director/ director for review.
4. The director will then review and respond to the complaint by scheduling a meeting within 30 days of receiving the complaint form.
5. The complaint will go to the complaint review board:
 - a. Board consists of the following members:
 - i. Director
 - ii. Education Director
 - iii. Department Team Lead
 - iv. Educator
 - v. Student
6. The Student may file a complaint with the following:
 - a. Arizona State Board of Cosmetology, 1721 East Broadway
Tempe, Arizona 85282-1611, 480-784-4539
 - b. National Accrediting Commission of Career Arts & Sciences (“NACCAS”) at 3015
Colvin Street, Alexandria, VA 22314, www.naccas.org, 703-600-7600.

If a student loan borrower has a dispute relating to the borrower’s loans or to the provision of educational services for which the loans were provided, the student may contact:

Karling Cosca
Director of Operations
Inspire Greatness Aveda Institutes
520.730.8454
Email: KCosca@igaveda.com

AIX Pre-Dispute Arbitration Agreement

As a condition for enrollment in the Aveda Institute Phoenix, students enter into an enrollment agreement which provides that all disputes between a student and AIX will be resolved by binding arbitration.

Students thus give up their right to go to court to assert or defend their rights under their enrollment agreement (except for matters that may be taken to small claims court).

- * A student's rights will be determined by a neutral arbitrator and not a judge or jury.
- * Students are entitled to a fair hearing, but the arbitration procedures are simpler and more limited than rules applicable in court.
- * Arbitrator decisions are as enforceable as any court order and are subject to very limited review by a court.

Notwithstanding the student's agreement to resolve any disputes with AIX by binding arbitration:

- AIX does not require a Federal student loan borrower to participate in arbitration or any internal dispute resolution process offered by the institution prior to filing a borrower defense to repayment application with the U.S. Department of Education pursuant to 34 CFR § 685.206(e);
- AIX does not, in any way, require students to limit, relinquish, or waive their ability to pursue filing a borrower defense claim, pursuant to 34 CFR § 685.206(e) at any time; and
- Any arbitration required by the pre-dispute arbitration agreement with AIX tolls the limitations period for filing a borrower defense to repayment application pursuant to 34 CFR § 685.206(e)(6)(ii).

Binding arbitration with AIX will be conducted by the American Arbitration Association (the "AAA"), under its Consumer Arbitration Rules.

You may begin the arbitration process by getting together the following documents:

- Notice of Arbitration and/or a Statement of Claim explaining the nature of the dispute and the relief requested
- The arbitration agreement that refers to the AAA
- Any supporting documents or exhibits
- Appropriate filing fee

When you have all the above documents ready, you can file your case in any one of the following ways:

- Online: <https://apps.adr.org/webfile>
- Email box: casefiling@adr.org
- Facsimile: 1 877-304-8457 or +1 212-484-4178 (fax number outside the US)
- Mail: American Arbitration Association – Case Filing Services, 1101 Laurel Oak Road, Suite 100, Voorhees, NJ 08043, USA

More information about the AAA arbitration process and the AAA Consumer Arbitration Rules can be obtained at www.adr.org or 1-800-778-7879.

For more information about AIX's arbitration process please contact:

Karling Cosca
Director of Operations
Inspire Greatness Aveda Institutes
520.730.8454
Email: KCosca@igaveda.com

AIX Class Action Waiver

As a further condition for enrollment, students also agree that any dispute or claim that they may bring will be brought solely in the student's individual capacity, and not as a plaintiff or class member in any purported class action, representative proceeding, mass action or consolidated action.

As an alternative process, students may seek redress under the AIX grievance procedure described above, which includes the ability to resolve disputes through a binding arbitration process. Students may also submit complaints to the school's accreditor, state licensing agency, and the U.S. Department of Education as described above and in the school catalog.

For more information about AIX's class action waiver please contact:

Karling Cosca
Director of Operations
Inspire Greatness Aveda Institutes
520.730.8454
Email: KCosca@igaveda.com

I have had an opportunity to fully read and understand this Entrance Counseling Supplemental Information. By my signature below I certify that I have read and understand this Entrance Counseling Supplemental Information.

Student Name - Print

Student Signature

Date

School Official

Date