



INSTITUTE OF CLASSICAL
ARCHITECTURE & ART

Education Program Complaint Resolution Policy

The Institute of Classical Architecture & Art (ICAA) is dedicated to providing high-quality, meaningful educational experiences for participants in all of our educational programs. To this end, the ICAA takes seriously any complaints or concerns regarding our programming, and believes that any dissatisfaction should be appropriately addressed.

What this policy covers:

This policy covers any expression of dissatisfaction regarding the following:

- Standards of service in ICAA education programs expected by program participants and inquirers
- Program content, instructor competence, accuracy of program materials, or other concerns pertaining to education programming

This policy does **not** cover other ICAA programs or administration (such as Awards and Travel programs).

How to make a complaint:

The ICAA issues an optional survey at the conclusion of each educational program, which keeps participants completely anonymous and allows program participants to voice any concerns they may have about the program.

Otherwise, complaints regarding the ICAA's **educational programs**, including Continuing Education courses held at the ICAA's National Office, Online Education courses, the Intensive in Classical Architecture, the Summer Studio in Classical Architecture, Workshops, and the Christopher H. Browne Drawing Tours, may be addressed as follows:

By email:

education@classicist.org

By mail:

Attn: Education Office
Institute of Classical Architecture & Art
20 West 44th Street
Suite 310
New York, NY 10036



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Complaint Resolution:

All concerns voiced by program participants, whether via anonymous survey or written individual complaint, are taken seriously by the ICAA staff. Participant survey feedback is regularly shared with instructors and is additionally reviewed within the ICAA, allowing feedback to inform future iterations of a course and the ICAA's administrative process.

Any non-anonymous written complaint issued to the ICAA will receive a response within five business days whenever possible addressing one or more of the following as applicable:

1. An explanation of the issue as stated in the complaint
2. An explanation of what the ICAA will do to rectify the situation and prevent similar issues in the future

All concerns are kept confidential and will be reviewed by the ICAA education staff.

Please note that the ICAA is not able to provide a refund for courses which a participant has already attended.