

Financial Aid Complaints

Students who have complaints about financial aid should first work with the Financial Aid Office in the Operations Office to resolve the dispute.

Financial Aid Manager
Kelly Emigh
Phone: (906) 484-1081
Email: financialaid@glbbs.edu

Director of Administration
Beth Autore
Phone: (906) 484-1081
Email: beth.autore@glbbs.edu

The Director of Administration will review all complaints sent directly to the Financial Aid Manager, Registrar, Director of Operations, President, and all other officials who may receive a complaint regarding issues with financial aid. All complaints are taken seriously, and will be reviewed and responded to promptly.

IF: You believe Marine Trades Institute violated its own policy or federal regulations in its administration of the federal student aid programs—for instance, if:

- the school calculated your eligibility for federal student grants, loans, or work-study incorrectly;
- the school disbursed (paid out) your aid or your credit balance incorrectly (in the wrong amount, at the wrong time, or not at all);
- the school doesn't have a financial aid administrator (yet is participating in the federal student aid programs), doesn't have policies or procedures for administering the federal student aid programs, or has policies but isn't following them;
- the school or its representative has made false or misleading statements about the school's educational programs, financial charges, employability of graduates, etc.; or
- you have tried to work things out with the school but have been unable to.

THEN: You may submit a case to the [FSA Feedback Center](#) or call 1-800-433-3243.

If the dispute is not resolved to the student's satisfaction, there are resources outside of the college that may assist:

- **Federal Ombudsman for federal loan disputes**
U.S. Department of Education
FSA Ombudsman Group
PO Box 1854
Monticello, KY 42633
Phone: (800) 433-3243

- <https://studentaid.gov/feedback-ombudsman/disputes/prepare>
- **Office of Inspector General for suspected fraud or abuse in federal aid programs**
Phone: (800) MIS-USED or (800) 647-8733
- **Michigan Attorney General Office of Consumer Protection**
P.O. Box 30213
Lansing, MI 48909
(517) 373-1110
Toll Free (877) 765-8388
miag@michigan.gov
- **Consumer Financial and Protection Bureau**