



Grievance Process

The school has a Grievance Committee comprised of the School Director and the Director of Education or Training. Students submitting a grievance are required to do so in writing, and the grievance must be signed. The Grievance Committee will respond in writing within a reasonable time (generally 48 hours). Students not desiring to make a formal grievance may have problems solved through the Student Services described in this catalog. The policies and procedures established and published in this catalog and any interpretations of the policies and procedures made by school administration are not subject to a grievance review unless those policies and procedures are not being followed by the school. Students who feel grievances have not been resolved may refer their grievance to the Texas Workforce Commission, Career Schools & Colleges, 101 E 15th Street, Room 226T, Austin, TX 78778-0001.

Schools accredited by the Accrediting Commission for Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to: Accrediting Commission for School and Colleges, 2101 Wilson Blvd., Suite 302 Arlington, VA 22201, (703) 247-4212. A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting the School Director.