

GRIEVANCE PROCEDURES-STUDENT

If a student becomes dissatisfied with the instruction in a class, the following steps should be taken:

- a. Discuss problems with trainer.**
- b. Discuss problems with training supervisor.**
- c. Discuss problems with School director.**
- d. Notify counselor of sponsoring agency if applicable.**

Any unresolved grievances will be directed to:

Texas Workforce Commission
Career Schools and Colleges Section
101 E. 15th Street
Austin, TX 78778-0001

1. The school has a certificate of approval from Texas Workforce Commission to operate a career school or college in the state of Texas (with a TWC-assigned school number of S1719)
2. The school's programs are approved by TWC, Students must address their concerns about the school or an educational program by following the grievance process outlined in the schools catalog.
3. Students dissatisfied with the school's response to their complaint can file a formal complaint with TWC, as well as with other relevant agencies or accreditors if applicable;
4. Information on filing a complaint with TWC can be found on its Career Schools and Colleges website at <http://csc.twc.state.tx.us/>