



## Grievance Procedure

This school has a Certificate of Approval from the Texas Workforce Commission (TWC).

The TWC-assigned school number is:

S0320 for the Dallas campus

S2448 for the Richardson campus

The school's programs are approved by TWC and are accredited by the Accrediting Commission for Career Schools and Colleges.

Students must address their concerns about this school or any of its educational programs by following the grievance process outlined in the school's catalog. 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 the 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.

Schools are responsible for ensuring and documenting that all students have received a copy of the school's grievance procedures and for describing these procedures in the school's published catalog. If, as a student, you were not provided with this information, please inform school management.

Students dissatisfied with this school's response to their complaint or who are not able to file a complaint with the school, can file a formal complaint with TWC, as well as with other relevant agencies or accreditors, if applicable.

Information on filing a complaint with TWC can be found on TWC's Career Schools and Colleges Website at [www.texasworkforce.org/careerschools](http://www.texasworkforce.org/careerschools).