

**NOTICE
STUDENT COMPLAINT POLICY**

Dear Students:

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

The TWC-assigned school number is: S_3433 .The school's programs are approved by TWC, as well as *(name(s) of other Texas state agencies, as applicable) and (name(s) of any relevant accrediting bodies)*.

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. 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 <http://csc.twc.state.tx.us/>.

Notice of Student Complaint Policy Instructions and Sample Template

Texas Workforce Commission – Career Schools and Colleges

Instructions

Texas Workforce Commission's (TWC) Career Schools and Colleges rule §807.301 requires all licensed schools to post a visible notice, including the minimum content described in the template shown below, in the following locations:

- on the school's website; and
- on school premises:
 - centrally located at or near the school's main entrance;
 - in at least one of the student common areas such as a break room; and
 - in places where student solicitation, financial aid advising, and enrollment activities take place.

TWC may require posting in other areas of the school to respond to problems with school compliance.

The notice must be easily visible -- displayed in a location, and printed in a font of sufficient size, to be easily read.

Sample Template

The sample template below is for use in developing your school's student complaint policy notice required by §807.301. Exact wording is not necessary, but certain points must be conveyed. Required portions are shown in **bold print**. *Italicized items* are required only if they are applicable to your school.

NOTICE STUDENT COMPLAINT POLICY

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The TWC-assigned school number is: S#####.

The school's programs are approved by TWC, as well as (name(s) of other Texas state agencies, as applicable) and (name(s) of any relevant accrediting bodies).

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. 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 website at www.texasworkforce.org/careerschoolstudents.

Student Complaint Form

Texas Workforce Commission – Career Schools and Colleges

DEPT. USE ONLY

School # _____

Please complete all of page 1 & 2 of this form, sign it, and mail to: TWC-Career Schools and Colleges, 101 East 15th Street, Room 226T, Austin, Texas, 78778-0001; fax it to (512) 936-3111; or email it to career.schools@twc.state.tx.us. If you wish to confirm receipt, please phone (512) 936-3100.

Unless you reveal your name and address, we are unable to investigate your complaint and may use this form for information only. Please submit a copy of your enrollment agreement with the school and copies of any other documents that may help us substantiate this complaint. **DO NOT SEND ORIGINALS OF ANY DOCUMENTATION.**

Your Full Name at Time of Enrollment	Name of School
Address	School's Address
City	City
State Zip	State Zip
Home Phone	School Phone
Work Phone	Program Attended
Social Security Number	Last Date of Attendance (mm/dd/yyyy)
Please list the names and phone numbers of any witnesses or persons who can substantiate your complaint.	
Who else have you contacted regarding this complaint?	
Have you used the school's complaint process? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why not?	
In your opinion, why was this complaint not resolved at the school?	
How much tuition have you paid? How did you pay this? If loans were used, please list the names of the lenders and account numbers of the loans.	
Describe your complaint in detail. Include names of persons, locations, and dates involved. Please use additional sheets if you need more space. If this complaint is against specific person(s), please list their name and title.	

