



Grievances

Students are encouraged at all times to communicate their concerns to members of the Faculty and administration. Suggestions, concerns or complaints should be registered privately, never with fellow students or clients. If a situation arises in which a student has a complaint or grievance regarding grades, instruction or other topics related to their course of study, the following procedure is in effect:

1. Make an appointment to discuss the matter informally with your Instructor. If not resolved;
2. Make an appointment to discuss the matter informally with the School Director (or designate). If not resolved;
3. Request and complete a Student Complaint Form and submit it to the School Director (or designate). The School Director will verify that the student has made an attempt to resolve the concern informally and will call a meeting with all individuals whose participation is warranted by the circumstances of the particular concern to seek to resolve the concern. The minutes of the meeting and any agreed upon resolution will be documented on the Student Complaint Form and communicated to the student. If not resolved;
4. Request the School Director (or designate) forward the Student Complaint Form to the School President for review. The ruling of the School President will be documented on the Student Complaint Form and communicated to the student.
5. Only after the student has exhausted the institution's internal complaint process, the Student may submit a complaint to :

Texas Workforce Commission
Career Schools and Colleges
101 East 15th Street
Austin, Texas 78778-0001

&

Council on Occupational Education
7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350
<http://council.org/>

Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas. ACI is Accredited by the Commission of the Council on Occupational Education. TWC school number is S4226 and COE school ID number is 348100.