

Notice

Student Grievance Policy

Dear Students:

This school has a Certificate of Approval from the Texas Workforce Commission (TWC), Career Schools and Colleges.

The TWC-assigned school number is **S3258**.

The school's programs are approved by TWC and accredited by the Council on Occupational Education (COE).

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 the school's Executive Director.

Remember the school is your first point of contact if you have a grievance. 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. Should you have a grievance, follow these steps as outlined in the catalog to achieve the best and timely results:

Step 1: Attempt to resolve a grievance with the person involved.

Step 2: If the grievance is unable to be resolved with the person involved, it should be submitted in writing to that person's supervisor.

Step 3: If the grievance is still unresolved after two days, submit a written summary to the Executive Director. A meeting will be set up to include the student, person involved and the Director. Every effort will be made to resolve the grievance at this point.

Step 4: If the student notifies the Executive Director in writing that the student does not consider the grievance to be resolved, a written summary by the Executive Director, along with all other materials, will be forwarded to STVT-AAI Education's Home Offices.

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

Information on filing a grievance with TWC can be found on TWC's Career Schools and Colleges website at <http://csc.twc.state.tx.us/>.

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