

# 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 **S0269**.

The school's programs are approved by TWC, the Texas Department of State Health Services Professional Licensing and Certification Unit's Massage Therapy Licensing Program, 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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