

Notice Student Grievance Policy

This school has a Certificate of Approval from the Texas Workforce Commission (TWC), Career Schools and Colleges. The TWC-assigned school number is **S0270**.

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

South Texas Vocational Technical Institute's stated objective is the preparation of its graduates for a career in their chosen field of training. If a student has a grievance, the following procedure must be followed. It is South Texas Vocational Technical Institute's desire that a grievance be settled at the lowest possible level, and resolved as rapidly as possible.

1. A student will attempt to resolve a grievance with the person involved.
2. If a student is unable to resolve the grievance with the person involved, it should be submitted in writing to that person's supervisor.
3. If the grievance is still unresolved after two days, the student should 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.
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:

Ombudsman Department
STVT-AAI Education Inc.
2241 S Watson Road, Suite 181
Arlington, Texas 76010
complaints@ancoraeducation.com

A written decision on the grievance report will be sent to the student and the Executive Director within five working days after receipt of the signed grievance.

Grievances may also be directed to the Texas Workforce Commission, Career Schools and Colleges Department, 101 E. 15th Street, Austin, Texas 78778. The Texas Workforce Commission will not consider appeals of probation or dismissal for reasons of excessive absences, consecutive absences, or failure to maintain satisfactory progress. Information on filing a complaint with TWC can be found on TWC's website at <https://www.twc.texas.gov/jobseekers/career-schools-colleges-students>

Schools accredited by the Council on Occupational Education (COE) must have a procedure and operational plan for handling student complaints. The student may also consider contacting the school's accreditor. All complaints reviewed by the accreditor must be in written form and shall grant permission for the accreditor 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 accreditor. Please direct all inquiries to:

Council on Occupational Education (COE)
7840 Roswell Road, Bldg. 300 Suite 325
Atlanta, GA 30350
Phone: 770-396-3790
www.council.org

A copy of the accrediting agencies complaint form is available at the School and may be obtained by contacting the Executive Director.

Students may also contact the U. S. Department of Education Ombudsman Group; this office will receive, review and attempt to resolve disputes from students regarding Federal Student Aid complaints. The Ombudsman Group may be reached at:

U. S. Department of Education
FSA Ombudsman Group
830 First Street, N.E.
Fourth Floor
Washington, DC 20202-5144
Phone: 877.557.2575 Fax: 202.275.0549
<http://studentaid.ed.gov/repay-loans/disputes/prepare>