



## STUDENT COMPLAINT POLICY

This school has a Certificate of Approval from the Texas Workforce Commission (TWC). The TWC-assigned school number is: S1835. The school's programs are approved by the TWC, as well as the Commission of the Council on Occupational Education. Students must address their concerns about this school or any of its educational programs by following the grievance procedures outlined in the school's catalog. Vista College and Computer Career Center, a Division of Vista College provides a prompt and equitable process for resolving student grievances. The procedure is available to any student who believes that a school decision or action has adversely affected his/her status, rights, or privileges. Students with a grievance must first make a reasonable effort to resolve the issue on an informal basis with their instructor or administrative personnel. If the issue is not resolved to the student's satisfaction, the student shall review the grievance with all parties concerned.

We will receive all information submitted by the student concerning a grievance in strict confidence and we and the student agree to maintain confidentiality in the grievance procedures. No reprisals of any kind will be taken by any party of interest or by any member of the Vista College administration against any party involved. Students must address their concerns about an educational program by following the school's grievance process outlined below.

Step 1 – Grievances or complaints involving an individual instructor or staff member should first be discussed with the individual involved.

Step 2 – Grievance or complaints not resolved with the individual instructor or staff member should be discussed with the Director of Education. The Director of Education will investigate the claim and attempt to resolve the issue. Resolution may include a mediated conversation between involved parties.

Step 3– If the matter is not resolved to the student's satisfaction in Step 1, the student should submit a written, dated and signed statement to the Campus Director. Within ten (10) business days of the receipt of the written statement, the Campus Director will arrange for a preliminary meeting with the student to discuss the grievance, and the Campus Director will thereafter conduct an investigation, including providing the student with a full and fair opportunity to present evidence relevant to the matter. The Campus Director will render his/her decision in writing within ten (10) business days after concluding his/her investigation, setting out the Campus Director's findings, conclusions, and reasoning. The student's written complaint, together with the Campus Director's decision, will become a permanent part of the files of the parties involved.

The Campus Director's decision is considered final at the institutional level. If a student is still not satisfied, the student may direct unresolved issues to Education Futures Group (EFG) at the following address:

Education Futures Group  
Attn: Compliance  
300 N. Coit, Suite 1400  
Richardson, TX 75080  
or call EFG at (972)707-8569

The student may also contact the:  
Council on Occupational Education  
7840 Roswell Road  
Building 300, Suite 325  
Atlanta, GA 30350  
(800) 917-2081

The student in Texas in a certificate program may also file a complaint with the:  
Texas Workforce Commission  
Career Schools and Colleges  
101 E. 15th Street  
Austin, Texas 78778-0001  
(512) 936-3100  
Information on filing a complaint with TWC can be found on TWC's website at  
[www.texasworkforce.org/careerschoolstudents](http://www.texasworkforce.org/careerschoolstudents)

The student in Texas in a degree program may also file a complaint with:  
Texas Higher Education Coordinating Board  
Office of General Counsel  
P.O. Box 12788  
Austin, Texas 78711-2788  
[StudentComplaints@theeb.state.tx.us](mailto:StudentComplaints@theeb.state.tx.us) All submitted complaints must include a student complaint form, a signed Family Educational Rights and Privacy Act (FERPA) Consent and Release form, and a THECB Consent and Agreement Form. Submitted complaints regarding students with disabilities shall also include a signed Authorization to Disclose Medical Record Information form.  
<http://www.theeb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>

Vocational Nurse student may also contact:  
Texas Board of Nursing  
William P. Hobby Building, Ste 3-460  
333 Guadalupe Street  
Austin, TX 78701