



# STUDENT COMPLAINT POLICY

## **NOTICE**

**This school has a Certificate of Approval from the Texas Workforce Commission (TWC).**

**The TWC-assigned school number is: S3722.**

**The school's programs are approved by the TWC, as well as the Council on Occupational Education**

**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:**

### ***STUDENT GRIEVANCE PROCEDURE***

*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 as a student. All grievances must be submitted in writing. Once a final decision has been made, the complainant will receive an official copy outlining the resolution. Students with a grievance must first make a reasonable effort to resolve the issue on an informal basis with faculty or administrative personnel if the issue is not resolved to the student's satisfaction the Campus Director shall review the grievance with all parties concerned.*

*The School Director's decision is considered final at the institutional level. If the student is still not satisfied the student may direct a grievance to the School President for final resolution.*

*If after all grievance procedures have been followed a resolution has not been achieved, at the institutional level, students in Associate of Applied Science degree-granting programs may submit grievances to the Commission of the Council on Occupational Education (COE), 7840 Roswell Road, Bldg 300, Suite 325 Atlanta, Georgia 30350 and/or the Texas Higher Education Coordinating Board (THECB), PO. Box 12788, Austin, TX 78711 (512) 427-610. For all other programs, grievances should be submitted to the Texas Workforce Commission (TWC), Career Schools and Colleges, 101 East 15<sup>th</sup> Street, Austin, Texas 78778-0001, (512) 936-3100, the New Mexico Higher Education Department, 1068 Cerrillos Rd., Santa Fe, NM 87505-1650 (505) 476-6500 and/or the Commission of the Council on Occupational Education (COE), 7840 Roswell Road, Bldg 300, Suite 325 Atlanta, Georgia 30350 or through other appropriate means. Medical Assistants may address grievances to the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the Curriculum Review Board of the American Association of Medical Assistants Endowment (AAMAE), and the Commission on Accreditation of Allied Health Programs, 35 East Wacker Drive, Suite 1970, Chicago, IL 60601-2208 (312) 553-9355, and/or the Accrediting Bureau of Health Education Schools, (ABHES), 7777 Leesberg Pike, Suite 314 N., Falls Church, VA 22043, (703) 917-9503. Vocational Nurse program students may address unresolved grievances to the Board of Nurse Examiners for the State of Texas, William P. Hobby Building, Ste 3-460, 333 Guadalupe Street, Austin, TX 78701 or the New Mexico Board of Nursing, 6301 Indian School Road, NE, Suite 710, Albuquerque, NM 87110, (505) 841-8340, [www.bon@state.nm.us](mailto:www.bon@state.nm.us).*

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

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