

Student Grievance Procedure

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.

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 Road, Suite 1400
Richardson, TX 75080
(972)707-8569

If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission of Career of Career Schools and Colleges at:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212
www.accsc.org

The student in Texas in a diploma 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.

The Texas students 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
www.thecb.state.tx.us/studentcomplaints

Rules governing student complaints can be found in Title 19 of the Texas Administrative Code, Sections 1.110-1.120: [http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)

This school has a Certificate of Approval from the Texas Workforce Commission (TWC). The TWC-assigned school number is: S4692. The school's programs are approved by TWC, as well as (name(s) of other Texas state agencies, as applicable) and (name(s) of any relevant accrediting bodies). 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. 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 school management. 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 website at www.texasworkforce.org/careerschoolstudents

As part of meeting the federal requirements on state authorization for distance education, Vista College is providing the information on state agencies as state agency contacts for complaint resolution.

Alaska

Alaska Commission on Postsecondary Education
P.O. Box 110505
Juneau, Alaska 99811-0505
(907) 465-6741

Arkansas

Arkansas State Board of Private Career Education
501 Woodlane, Suite 312S
Little Rock, AR 72201
(501) 683-8000

California

Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400
Sacramento, CA 95833
(916) 431-6959

Colorado

Colorado Department of Higher Education
1560 Broadway, Suite 1600
Denver, CO 80202
(303) 866-2723

District of Columbia

Office of the State Superintendent of Education
Education Licensure Commission
810 First Street NE, 9th Floor
Washington, DC 20002
(202) 727-6436

Florida

Commission for Independent Education
325 W. Gaines St, Suite 1414
Tallahassee, Florida 32399-0400
(850) 245-3200

Georgia

Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220
Tucker, Georgia 30084-5305
(770) 414-3300

Hawaii

State of Hawaii Department of Commerce and Consumer Affairs, Consumer Protection
235 South Beretania Street, Suite 801
Honolulu, Hawaii 96813
(808) 586-2630

Idaho

Idaho State Board of Education
P.O. Box 83720
Boise, ID 83720-0037
(208) 334-2270

Illinois

Illinois Board of Higher Education
431 East Adams, Second Floor
Springfield, IL 62701-1418
(217) 557-7359

Kansas

Kansas Board of Regents
1000 SW Jackson Street, Suite 520
Topeka, KS 66612-1368
(785) 296-3421

Kentucky

Kentucky Council on Postsecondary Education
1024 Capital Center Drive, Suite 320
Frankfort KY 40601
(502) 573-1555

Louisiana

Louisiana Board of Regents
1885 North 3rd Street
Baton Rouge, LA 70802
(225) 326-6465, (800) 351-4889

Maine

Maine Department of Education
#23 State House Station
Augusta, Maine 04333
(207) 624-6600

Mississippi

Mississippi Commission on College Accreditation
3825 Ridgewood Road
Jackson, MS 39211-6453
(601) 432-6372

Nebraska

Nebraska's Coordinating Commission for Postsecondary Education
P.O. Box 95005
Lincoln NE 68509-5005
(402) 471-2847

Nevada

Commission on Postsecondary Education
3663 East Sunset Road, Suite 202
Las Vegas, Nevada 89120
(702) 486-7330

New Hampshire

New Hampshire Department of Education, Postsecondary Education Commission
101 Pleasant Street
Concord, NH 03301
(603) 271-2299

New Mexico

New Mexico Higher Education Department
2044 Galisteo St., Suite 4
Santa Fe, NM 87505
(505) 476-8400
<http://hed.state.nm.us/institutions/complaints.aspx>

New York

New York State Education Department, Office of College and University Evaluation
5 North Mezzanine
Albany, NY 12234
(518) 474-2593

North Carolina

Office of Post-Secondary Education Complaints
C/O Assistant Director of Licensure and Workforce Studies
University of North Carolina General Admissions
910 Raleigh Road
Chapel Hill, NC 27514
(919) 962-4558

Ohio

Ohio Board of Regents
30 East Broad Street, 36th floor
Columbus, OH 43215-3414
(614) 466-6000

Oklahoma

State Regents for Higher Education
655 Research Parkway, Suite 200
Oklahoma City, OK 73104
(405) 225-9100

Pennsylvania

Division of Higher and Career Education
Pennsylvania Department of Education - Postsecondary and Adult Education
333 Market Street, 12th Floor
Harrisburg, PA 17126-0333
(717) 783-8228

South Carolina

South Carolina Commission on Higher Education
1333 Main Street, Suite 200
Columbia, SC 29201
(803) 737-2260

South Dakota

South Dakota Office of the Attorney General
1302 E Hwy 14, Suite 1
Pierre, SD 57501-8501
(605) 773-3215

Tennessee

Tennessee Higher Education Commission
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243
(615) 741-3605

Utah

Utah Division of Consumer Protection
160 East 300 South
Salt Lake City, Utah 84111
(800) 721-7233

Vermont

State of Vermont Department of Education
120 State Street
Montpelier, VT 05620
(802) 828-3135

Virginia

State Council of Higher Education for Virginia and Out-of-State Postsecondary Education
101 N. 14th Street, 9th Floor
Richmond, VA 23219
(804) 225-2600

Washington

Washington Higher Education Coordinating Board
917 Lakeridge Way, PO Box 43430
Olympia, WA 98504-3430
(360) 753-7800

West Virginia

West Virginia Higher Education Policy Commission
1018 Kanawha Blvd E, Suite 700
Charleston, WV 25301-2800
(304) 558-2101