

Notice of Student Complaint Policy Instructions and Sample Template

Texas Workforce Commission – Career Schools and Colleges

Instructions

Texas Workforce Commission's (TWC) Career Schools and Colleges rule §807.301 requires all licensed schools to post a visible notice, including the minimum content described in the template shown below, in the following locations:

- on the school's website; and
- on school premises:
 - centrally located at or near the school's main entrance;
 - in at least one of the student common areas such as a break room; and
 - in places where student solicitation, financial aid advising, and enrollment activities take place.

TWC may require posting in other areas of the school to respond to problems with school compliance.

The notice must be easily visible -- displayed in a location, and printed in a font of sufficient size, to be easily read.

Sample Template

The sample template below is for use in developing your school's student complaint policy notice required by §807.301. Exact wording is not necessary, but certain points must be conveyed. Required portions are shown in **bold print**. *Italicized items* are required only if they are applicable to your school.

NOTICE STUDENT COMPLAINT POLICY

Dear Students:

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

The TWC-assigned school number is: S#####.

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.