



STUDENT GRIEVANCE POLICY

MCALLEN CAMPUS

1. The school has a certificate of approval from TWC to operate a career school or college in the state of Texas – School Code: S0258.
2. The school's programs are approved by the Texas Workforce Commission (TWC) and the Texas Higher Education Coordinating Board (THECB). Our Accreditation is with Accrediting Council for Independent Colleges and Schools (ACICS).
3. Students must address their concerns about the school or an education program by following the grievance process outlined in the school's catalog.
4. Students dissatisfied with the school's response to their complaint can file a formal complaint with the TWC, as well as with other relevant agencies or accreditors, if applicable.
5. Information on filing a complaint with the TWC can be found on its Career Schools and Colleges website at <http://csc.twc.state.tx.us/>.