

State Grievance / Complaint Policy

If a problem should occur during or after class, please call, email (info@csftw.edu), write a letter, or stop by in person to talk to the school administrator. The school is committed to doing our best to resolve any problems quickly and fairly. A complaint form will need to be filled out so that all of the information may be obtained to resolve the issue. You can obtain the form from the school administrator.

If the complaint is not resolved in a timely manner after following proper procedures to your satisfaction, you may submit a complaint form to the Texas Workforce Commission. Complete form PS-401A and mail it to TWC-Career Schools and Colleges, 101 East 15th Street, Austin, Texas, 78778-0001, phone 512-936- 3100. This form can be obtained from the school administrator or from the website:

<http://www.twc.state.tx.us/svcs/propschools/propforms.html>

Notice to students regarding ACCET's complaint procedure: This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. When problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET accredited institutions and frequently requires the submission of a written complaint. Refer to the above complaint procedure which is published in the institution's catalog or otherwise available from the institution, upon request.

Note that ACCET will process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency. In the event that a student has exercised the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing and mailed or emailed to the ACCET office. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.
2. The letter of complaint must contain the following:
 - a) Name and location of the ACCET institution;
 - b) A detailed description of the alleged problem(s);
 - c) The approximate date(s) that the problem(s) occurred;
 - d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;
 - e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;

f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and

g) The status of the complainant with the institution (e.g. current student, former student, etc.).

3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

4. **SEND TO:** ACCET CHAIR, COMPLAINT REVIEW COMMITTEE 1722 N Street, NW Washington, DC 20036 Telephone: (202) 955-1113 Fax: (202) 955-1118 or (202) 955-5306 Email: complaints@accet.org Website: www.accet.org Note: Complainants will receive an acknowledgement of receipt within 15 days.