

## **Student Grievance Process**

Compu-Med Vocational Careers shall conduct informal meetings towards grievances relative to the terms and conditions of enrollment and shall adhere strictly to the grievance and complaint procedures specified.

1. CMVC shall provide written notice to all students of the procedures for filing a grievance at the time of enrollment.
2. All grievances should be submitted to the Campus President.
3. All time requirements for processing grievances shall commence upon receipt of a written grievance from the student.
4. CMVC shall meet with the student with the grievance individually or collectively to attempt to informally resolve the problem.
5. Students will receive communication in writing regarding the status of their grievance no later than 30 days from receipt of a written grievance from the student.
6. All notices and correspondence shall be maintained in the student's file.
7. All reported grievances will be logged.
8. CMVC will not retaliate against any student for lodging a complaint.
9. CMVC will not attempt to prevent a student from making a complaint or require students to complete CMVC's grievance process before filing a complaint to any accrediting or regulatory entities.

### **Texas Workforce Commission Complaint/Grievance Procedure**

A student who is dissatisfied with the school director's response can file a complaint with the Texas Workforce Commission (TWC).

**Texas Workforce Commission  
Career Schools and Colleges, Room 226T  
Austin, Texas 78778-0001  
Phone: (512) 936-3100**

Information on filing a complaint with TWC can be found on the TWC's Career Schools and Colleges website at [texasworkforce.org/careerschools](http://texasworkforce.org/careerschools).

### **ACCSC Student Complaint/Grievance Procedure**

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

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

[www.accsc.org](http://www.accsc.org) | [complaints@accsc.org](mailto:complaints@accsc.org)