

Student Complaint Policy

Training Center for Healthcare Careers, LLC, guarantees procedural fairness to any accused person, whether the person is a TC4HC student or staff/faculty member. In pursuit of its policy of openness, accountability, and responsiveness to students, the institution's administration provides established grievance procedures. The director shall maintain a file on each grievance reported including procedures followed and final disposition of the case.

All grievances and complaints must be submitted in writing to the instructor before or after class time. The instructor is required to make the first effort to find a resolution to the grievance or complaint. If the instructor cannot resolve the grievance or complaint to the student's satisfaction, the Lead Instructor and Associates Director will become involved. After that, the School Director will be included. If necessary, the School Director will then offer assistance. Students may also take advantage with the School Director's open-door policy during business hours.

Definition: A grievance is a complaint arising out of any alleged, unauthorized, or unjustified act or decision by a student, faculty member, administrator, or staff person, which in any way adversely affects the status, rights, or privileges of a member of the student body. The burden of proof shall rest with the complainant. If a student has a grievance and wishes it to be recognized as such, a written complaint must be submitted to TC4HC in a letter format. The written grievance must clearly state the student's name, the nature of the complaint, the name(s) of all parties directly involved in the complaint, and any appropriate documentary evidence.

Steps towards resolution: Based upon the information presented in the grievance, steps toward resolution shall begin with informal discussions headed by the immediate instructor. Resolution shall be attempted at the lowest possible level. If a satisfactory solution cannot be reached within a reasonable period, the grievance shall be scheduled for presentation to the Director for appropriate action. Informal discussion between persons directly involved in a grievance is essential in the early stages of dispute reconciliation and shall be encouraged at all stages of the grievance procedure.

Procedures: If informal recourse fails to resolve the grievance within a reasonable time after filing, the director will schedule a Student Grievance Committee meeting. The voting members of this committee shall be comprised of the director, the program instructor, and one faculty member who shall sit on the Committee on a rotating basis. A copy of the grievance shall be given in writing to the person(s) against whom the complaint is brought. The Committee shall review and consider documentary records, which relate to the case, including the grievance and its supporting documentation and any documentary evidence or statement by the person(s) against whom the complaint was filed. Committee members shall arrive at a judgment in consultation among themselves. A majority vote of such qualified members may make recommendation, as appropriate or disciplinary actions or for changes in policy to the appropriate administrative officials.

If students have exhausted these procedures and the problems have not been resolved, they have the right to contact the Texas workforce Commission Careers Schools and Colleges:

1. Texas workforce Commission Careers Schools and Colleges offices by mail. Complaints received by phone must be accompanied by a written follow-up letter.
2. Include the following required information in the letter of complaint:
 - a) The nature of the problem
 - b) The approximate date(s) that the problem(s) occurred,
 - c) The name(s) of the individual(s) involved in the problem(s) (within the college or other students who were involved),
 - d) Copies of important information regarding the problem(s) (facts, not rumors, lead to solutions),
 - e) Evidence demonstrating that the institution's complaint procedure was followed prior to contacting Texas workforce Commission Careers Schools and Colleges. The complaint must be signed by the complainant
 - f) Any unresolved grievances or complaints will be directed to:

Texas Workforce Commission Career Schools and Colleges, Room 226T
101 East 15th Street
Austin, Texas 78778-0001
Phone: 512-936-3100
<http://esc.twc.state.tx.us>