

## **Student Complaint Policy and Procedure for Initiating Grievance Complaints**

This school has a Certificate of Approval from the Texas Workforce Commission (TWC). All school programs are approved by TWC, as well as ABHES.

**Students must address their concerns about Southwest University or any of its educational programs by following the grievance process outlined in the school's catalog.** Southwest University is responsible for ensuring that all students receive a copy of the school's grievance procedures. If, as a student, you were not provided with this information, please inform school management.

**Students dissatisfied with the university's response to their complaint can file a formal complaint with TWC or ABHES.**

**TWC assigned school number: S 1611**

**Information on filing a complaint with TWC can be found on TWC's website at [www.texasworkforce.org/careerschoolstudents](http://www.texasworkforce.org/careerschoolstudents)**

The procedure established is to provide a method for resolving student grievances at the administrative level fairly and expeditiously. Grievances are limited to the complaint of alleged violations of Southwest University policies by its employees, and disputes with faculty and/or alleged unfair treatment. The process is utilized to appeal a grade or address other academic concerns. Under no condition should these policies be used when the student has allegedly violated the code of conduct. Any student who believes that he/she has been disposed to unfair treatment within the academic/clinical process may proceed by following the steps detailed below.

A. Appeals to the faculty member: The student is to submit a written appeal to the faculty member within 30 days after the start of the six weeks following the six-week period in which the alleged grievance occurred. The faculty member and the student are to discuss the issue. The faculty member will then create a report outlining the discrepancies and their decision on how to handle the matter. The faculty member will submit this report to their respective program director within ten working days of receipt of the student's written appeal.

B. Appeals to the Program Director: If a decision satisfactory to the student cannot be reached with the faculty member, the student may submit a written appeal to the Program Director. This is to be done within ten working days after the receipt of the report written by the faculty member. The Program Director will then meet with the student and faculty member to review the merits of the appeal. The Program Director will notify the student with a response outlining his or her decision within ten days of the last meeting.

C. Appeals to the School Director: If a decision satisfactory to the student cannot be reached with the program director, the student may submit a written appeal to the School Director. This is to be done within ten working days after the receipt of the written decision by the Program Director. The School Director will then meet with the student and program director to review the merits of the appeal. The School Director will notify the student and the Program Director with a response outlining his or her verdict within ten days of the last meeting.

Students who are dissatisfied with the response to their complaint or who are not able to file a complaint with the school, can file a formal complaint with THECB or TWC.

Formal complaints with THECB can be submitted by using one of the following three options:

- By completing the online student complaint form and uploading the required documentation.
- By sending an email to [studentcomplaints@theeb.state.tx.us](mailto:studentcomplaints@theeb.state.tx.us) with the required student complaint and release forms along with supporting documentation as PDF attachments. Please follow the link below for more information.
- By mailing printed student complaint forms to:

Contact Information for THECB:

Texas Higher Education Coordinating Board

Office of General Counsel

P.O. Box 12788

Austin, Texas 78711-2788

Information on filing a complaint with THECB can be found on their website at:

<https://www.twc.texas.gov/jobseekers/career-schools-colleges-students>