

Student Complaint and Grievance Information

GRIEVANCE PROCEDURES

Grievances concerning classroom topics must first be discussed with the instructor of that class outside of class time. Professional conduct, language and demeanor are always expected of students when voicing a concern. Inappropriate behavior is not acceptable. A proposed solution to the problem or concern must be presented to the instructor at this time. If the issue is not resolved, the student will then discuss the situation with the administration. In most cases, such steps in communication provide resolution.

If a student is not satisfied with the result at this point the student shall make an appointment with the Academic Dean, present, in writing the grievance and a proposed resolution.

If the student is not satisfied at this point, or the grievance does not involve an instructor or the class, the student shall provide a concise, clear and written statement of the grievance to the Director. The student shall then make an appointment with the Director and other concerned administration (as determined by the Director) to further discuss the concern. The concern will be heard. The Director and other concerned administration may make a decision at this time.

In some cases, it may be necessary for the Director and administration to hold further discussion and include others involved. When deemed necessary by the Director and administration, the student, instructor and administration shall meet and determine a resolution.

Students attending classes via Online Interactive Instruction™ shall follow the same grievance procedure as those who attend traditional classes. Discussions may be conducted through use of Collaborate when face-to-face meetings are required with and among students, faculty and/or administration.

ACCSC COMPLAINT PROCEDURE – STUDENT COMPLAINT PROCEDURES

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 | complaints@accsc.org**

A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting Sarah Casey and may be obtained by contacting complaints@accsc.org or at <https://www.accsc.org/StudentCorner/Complaints.aspx>.

Additional grievance procedures are outlined in the CALS Student Handbook which is disbursed to incoming students.

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Any grievance not resolved by CALS may also be forwarded to:

Texas Workforce Commission, Career Schools
and Colleges Room 226T 101 East 15th Street
Austin, Texas 78778-0001
(512) 936-3100
HelpDesk: career.schools@twc.texas.gov
Information for students / Complaints
<https://www.twc.texas.gov/programs/career-schools-colleges/students>

Texas Higher Education Coordinating Board
Office of the General Counsel
P.O. Box 12788
Austin, Texas 78711-2788
Email: Complaints@highered.texas.gov
<https://www.highered.texas.gov/student-complaints>
Title 19 of the Texas Administrative Code,
Sections 1.110-1.120

COMPLIANT PROCESS FOR STUDENTS IN SARA STATES

Complaints against a SARA participating institution must first go through the institution's own grievance procedures. All complaints regarding student grades or conduct violations are governed by the institution and the laws of the institution's home state.

If a student is not satisfied with the outcome of the institutional grievance process, the student may appeal, within two years of the incident, to the SARA portal agency of the institution's home state.

For all complaints regarding Texas degree-granting postsecondary institutions participating in SARA, complete the [Student Complaint Form](#) and email the form to Complaints@highered.texas.gov. Please include the following information within the student complaint form when describing the complaint:

- Did the complaint result from distance education courses, activities, and operations provided by a Texas SARA-participating institution?
- Was the student a resident of a state other than Texas at the time of the complaint?

For questions about SARA policies and procedures, please contact the Texas Higher Education Coordinating Board, the institution's home state entity: <https://www.highered.texas.gov/state-authorization-reciprocity-agreement/>.

NOTICE OF STUDENT COMPLAINT POLICY TEXAS WORKFORCE COMMISSION

Center for Advanced Legal Studies has a Certificate of Approval from the Texas Workforce Commission (TWC).

CALS' TWC assigned school number is: S0389

Center for Advanced Legal Studies' programs are approved by TWC and the Texas Veteran's Commission. CALS is authorized by Texas Higher Education Coordinating Board and accredited by the Commission of the Council on Occupational Education.

Students must address their concerns about CALS or any of its educational programs by following the grievance process outlined in the Catalog and Student Handbook.

Students who are dissatisfied with CALS' response to their complaint or who are not able to file a complaint with the school can file a formal complaint with Texas Workforce Commission and/or other relevant agencies or accreditors.

Information on filing a complaint with Texas Workforce Commission can be found on TWC's Career Schools and Colleges website: www.texasworkforce.org/careerschoolstudents.