

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

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

Council on Occupational Education
7840 Roswell Road
Building 300, Suite 325
Atlanta, Georgia 30350
(770) 396-3898
<http://council.org>

Texas Higher Education Coordinating
Board Office of the General Counsel
P.O. Box 12788
Austin, Texas 78711-2788
Email: StudentComplaints@theccb.state.tx.us
<http://www.theccb.state.tx.us/>

Title 19 of the Texas Administrative Code,
Sections 1.110-1.120:
[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://info.sos.state.tx.us/pls/pub/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)