



NOTICE: Student Complaint Policy

Dear Students:

Houston Career Institute (HCI) has a Certificate of Approval from the Texas Workforce Commission (TWC).

The TWC-assigned school number is: S6295.

The school's programs are approved by TWC. Additionally, HCI is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC).

Students must address their concerns about this school or any of its educational programs by following the grievance process outlined below and in the school's catalog, which is also available online at <https://houstoncareerinstitute.com/student-consumer-info/>.

Schools are responsible for ensuring and documenting that all students have received a copy of the school's grievance procedures and for describing these procedures in the school's published catalog. If, as a student, you were not provided with this information, please inform school management.

Students dissatisfied with this school's response to their complaint or who are not able to file a complaint with the school, can file a formal complaint with TWC, as well as with other relevant agencies or accreditors, if applicable – see procedures below for more information.

Student Grievance Policies and Procedures

The School's student grievance procedures are designed to handle complaints and grievances concerning the actions, decisions, or inactions of faculty or staff members or fellow students.

1st Step: Attempt to Resolve the Situation Directly

The student should first attempt to resolve the situation with the person whose action is being questioned. Additional questions or concerns regarding the School's enrollment agreement or the meaning, interpretation, and application of any of the provisions set forth in this catalog or for any other reason, may be brought forth for resolution.

If a student is unable to resolve a situation directly with the person whose action is being questioned, they should proceed to the next step and use the campus complaint procedure below.

2nd Step: HCI Student Complaint Procedure

When a grievance occurs, the student should first attempt to resolve the situation with the person whose action is being questioned. If that is not reasonably possible or if the student does not believe the matter has been resolved or won't be resolved by the person in question, he or she may proceed utilizing the following steps:

1. The student may file in writing with the Director of Education, within three working days of the incident, the following information:
 - A. A statement of the specifics involving the grievance.
 - B. The dates of the occurrence.
 - C. A listing of policies and procedures involved (if known).
 - D. The names of the individuals involved (if known).
 - E. The interpretation or remedy sought.

The Director of Education will investigate the complaint, and may conduct a conference with all involved parties in an attempt to resolve the grievance. The student will receive a written response from the Director of Education within ten (10) working days of receipt of the student's grievance.

2. If the grievance still remains unresolved to the satisfaction of the student who filed the grievance, the aggrieved student may appeal the decision within five working days of that decision to the Campus Director. The Campus Director may take whatever steps are deemed necessary to investigate, review and attempt to resolve the matter. The Campus Director or his/her representative will render a decision, which is final and binding upon all parties.

3rd Step: Accreditor and State Complaint Procedures

If a student is unable to resolve a situation through the campus complaint procedures and appeals, they may utilize one of the external complaint procedures listed below, though the school's accreditors or the state.

ACCSC Student Catalog Notice - ACCSC Student Complaint 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 submitted 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 the Campus Director, contacting complaints@accsc.org or online at <https://www.accsc.org/Student-Corner/Complaints.aspx>.

Texas Workforce Commission Complaint Procedure

Students dissatisfied with this school's response to their complaint, or who are unable to file a complaint with the school can file a complaint with the Texas Workforce Commission, Career Schools and Colleges Section.

Texas Workforce Commission
Career Schools and Colleges Section
101 East 15th Street, Room 226-T
Austin, Texas 78778-0001
Phone: (512) 936-3100

Information on filing a complaint with TWC can be found on TWC's website at www.texasworkforce.org/careerschoolstudents.