



## TEXAS COMPLAINT AND GRIEVANCE POLICY

Asher College maintains an open-door policy. If a student has a concern of any kind it should first be discussed with the Instructor. If the student is not satisfied with the result of that conversation the concern should be presented to the IT Director or the Health Services Director. If the concern is still not resolved the student is encouraged to request a meeting with the Asher College Campus Director.

If a student's concern is not resolved in a reasonable period of time the student should submit the concern in writing to the Director of Asher College. Within 10 business days of receiving the concern, the Director will provide the student with a response.

Student may notify the TWC of a grievance or complaint in writing at:

**Texas Workforce Commission  
Career School and Colleges  
101 East 15<sup>th</sup> St, Room 226T  
Austin, Texas 78778-0001**

Or

Contact the TWC at the link below:

<http://www.twc.state.tx.us/svcs/propschools/career-schools-colleges-students.html#submitComplaint>

### **THECB Rules 1.110-112:**

The web address for the Texas Higher Education Coordinating Board's Student Complaints page with forms and a description of the complaint procedure:

<http://www.thecb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>

The web address for the rules governing student complaints – 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)