

## **Student Complaints. . .**

### **Notice of Student Complaint Policy**

1. The CyberTex Institute of Technology's Austin Campus and Killeen Campus both has a certificate of approval from the Texas Workforce Commission (TWC) to operate a career school or college in the State of Texas. The school number designated for CyberTex Institute of Technology – Austin Campus is **S1738**. The school number designated for CyberTex Institute of Technology – Killeen Campus is **S3185**.

2. The schools' programs are approved by TWC, and accredited by the Council on Occupational Education (COE).

3. Students must address their concerns about CyberTex Institute of Technology in general or a specific educational program by following the grievance policy as outlined in the School Catalog and as shown below:

### **STUDENT COMPLAINT/GRIEVANCE PROCEDURE**

**Step One:** *The student must try to resolve the issue with the campus instructor/Lead Instructor involved.*

**Step Two:** *If the Instructor/Lead Instructor is unable to resolve the issue, the student should arrange to meet with the Director of Student Services.*

**Step Three:** *If the matter is not resolved to the student's satisfaction, the student must present a written complaint to the Campus Director (or designee). The Campus Director (or designee) will promptly acknowledge receipt of the complaint and respond to the student in writing. The response will address the specific complaints and indicate what, if any, corrective action has been proposed or accomplished. The Campus Director (or designee) will schedule/attempt to schedule a meeting with the student to discuss the written response within ten (10) school days after the student receives the response. The Campus Director will take the necessary steps to ensure that any agreed-upon solution or other appropriate action is taken.*

**Step Four:** *If the complaint is not resolved by the local Campus Director (or designee), the student may submit the complaint in writing to the CyberTex CEO, 6300 La Calma Dr #350, Austin, TX 78752. The CyberTex CEO will respond to the student's complaint within ten (10) school days specifying what action, if any, school campus will undertake.*

**Step Five:** *If the problem cannot be resolved, the student should then contact the Texas Workforce Commission, Career Schools and Colleges, 101 East 15th Street, Austin, Texas 78778-0001. Information on filing a complaint with TWC can be found on its Career Schools and Colleges website at <http://csc.twc.state.tx.us>. Students may also contact Council on Occupational Education (COE) at 7840 Roswell Road Building 300, Suite 325 Atlanta, GA 30350 or call 1-770-396-3898. Students with unresolved issues involving the Vocational Nursing Program may also contact the Texas Board of Nursing, 333 Guadalupe, Suite 3-460, Austin, TX 78701-3944 or [www.bon.texas.gov](http://www.bon.texas.gov).*