



## STUDENT COMPLAINT POLICY

Dear Students:

This school has a Certificate of Authorization to Grant Associate Degrees from the Texas Higher Education Coordinating Board (THECB).

The THECB-assigned school number is: 460206

Students enrolled in any degree granting program at this institution may, **after exhausting the institution's grievance/complaint process**, initiate a complaint with the Texas Higher Education Coordinating Board (THECB) by sending the required forms either by electronic mail to [StudentComplaints@theeb.state.tx.us](mailto:StudentComplaints@theeb.state.tx.us), or by mail to the Texas Higher Education Coordinating Board, College Readiness and Success Division, P.O. Box 12788, Austin, Texas, 78711-2788.

All complaints must include a Student Complaint and Release Form and a signed Family Educational Rights and Privacy Acts (FERPA) Consent and Release form, which is at the bottom of the student complaint form. These forms may be accessed at <http://www.theeb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9>.

The web address for the rules governing student complaints is: [http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y).