

GRIEVANCE PROCEDURE

Instructional grievances (lecture, lab, or clinical issues) are handled within the instructional chain of command. A grievance is any complaint, injustice, or unresolved issue that a person has encountered as student. These problems or issues can be related to the clinical experience, theory classes, exams (in case of individual test questions, those issues are referred to the instructor and/or teaching team for resolution), school policy, or faculty-student relationships.

The grievance procedure provides a formal avenue for the student to resolve his/her problem or issues. The grievance procedure begins at the departmental level and proceeds as follows:

1. **The student will first discuss the problem with his/her instructor.** Students are encouraged to attempt to resolve problems or issues as soon as possible after the occurrence and are advised not to let problems mount until the end of the semester.

2. If a satisfactory decision or compromise cannot be reached between the student and the instructor,
 - a. The student will then meet with the program director in an attempt to resolve the issue. If the issue
 - b. Cannot be resolved at the director level, the student can appeal to the Texas Workforce. This
 - c. appeal request should be made **in writing** within ten (10) working days of meeting with the
 - d. Program director.

3. After these steps, if the problem has not been resolved, the student may discuss the complaint with
 - a. the Texas Workforce Commission Career Schools and Colleges, 101 E. 15th Street, Austin, Texas
4. 78778-0001, telephone number is (512) 936-3100.

5. The Texas Workforce will investigate the issue(s) to determine if established policies and
 - a. Procedures have been followed and will consult with the program director in order to reach a decision. The investigation may include a meeting of all parties.

Each written grievance will be kept on file in the office of the Director and will **not** become a part of the student's departmental file unless legal action is involved. However, grievances related to clinical failure will, of necessity, contain summary statements of the disposition of the complaint in the student's departmental file.