



## **AMERICAN MEDICAL INSTITUTE INC.**

**BUILDING TOMORROW'S LEADERS TODAY.**

6902 Cook Rd. Houston TX 77072

### **COMPLAINTS AND GRIEVANCE POLICY**

The American Medical Institute Inc. (AMI) located at 6902 Cook Road, Houston Texas 77072 is licensed to operate as a school by the Texas Workforce Commission, Career Schools and Colleges (TWC). TWC has assigned SO835 as AMI Inc.'s school number. These school programs are approved by TWC and DADS. Students having grievances or concerns regarding AMI Inc.'s operations or instruction are herein instructed to follow the grievance process outlined in the school's catalogue. 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 catalogue. If, as a student you are not provided with this information, please inform the school management immediately.

Students who have filed complaints with the school and are dissatisfied with the response to their complaints or who are not able to file a complaint with the school, can file a formal complaint with Texas Workforce Commission, Career Schools and Colleges, as well as with other relevant agencies or authorities as may be applicable. Information for filing a complaint with Texas Workforce Commission can be found on Texas Workforce Commission, Career Schools and Colleges website @ <http://esc.twc.state.tx.us>.

6902 Cook Road.

Houston, Texas 77072

P: 713-772-5300, F: 713-772-4017.

www.amiinc.net. Email: info@amiinc.net

**The contact information for the Texas Workforce Commission, Career Schools and Colleges is:**

**Texas Workforce Commission**

101 East 154th Street-Room 226-T

Austin, Texas 78778-0001

Phone 512-936-3100

Fax 512-936-3111

[www.twc.state.tx.us](http://www.twc.state.tx.us)

**Department of Aging & Disability Services**

701 W. 51st

P.O. Box 149030

Austin, Texas 78714

512-438-3011

[www.hhs.texas.gov](http://www.hhs.texas.gov)

**Council on Occupational Education**

7840 Roswell Road

Building 300, Suite 325

Atlanta, GA 30350

Phone: 800-917-2081

Fax: 770-396-3790

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 a 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 format 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 Work-force. This appeal request should be made **in writing** within ten (10) working days of program director.

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

**4. The Texas Workforce will investigate the issue (s) to determine established policies and 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 part of the students 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 students departmental file .**