

NOTICE OF STUDENT COMPLAINT POLICY

Altierus Career College has a Certificate of Approval from the Texas Workforce Commission (TWC), and the school's programs are approved by TWC. Altierus Career College has also received Certificate of Authorization to grant degrees from the Texas Higher Education Coordinating Board (THECB), and is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) to award academic associates degrees and diplomas.

Students must address their concerns about this school or any of its educational programs by following the grievance process outlined in the school's catalog.

Students who are dissatisfied with this school's response to their complaint or who are not able to file a complaint with the school, can file a formal complaint with TWC, THECB, as well as with other relevant agencies or accreditors, if applicable.

The TWC assigned school numbers are as follows:

- Houston (Bissonnet): S2323

Information on filing a complaint with TWC can be found on TWC's Career Schools and Colleges website at <https://www.twc.texas.gov/jobseekers/career-schools-colleges-students>

Texas Workforce Commission Career Schools and Colleges
101 East 15th St
Room 226T
Austin, Texas 78778-0001
Fax: (512) 936-3111
Phone: (512) 936-3100

Information on filing a complaint with the THECB can be found on the THECB Student Complaints website referenced below. All submitted complaints must include a student complaint and the appropriate releases. The THECB has the ability to refer certain complaints to other agencies or entities as they see appropriate or investigate the student complaint internally.

After exhausting the school's grievance/complaint process, current, former, and prospective students may initiate a complaint with THECB by submitting the required forms along with evidence of their completion of the school's complaint procedures. Complaints may be submitted using one of the following three options:

1. Completing the online student complaint form and uploading the required supporting documentation in Portable Document Format (PDF)

To access the online student complaint form, use the "[Contact Us](#)" link to submit an email with "Student Complaint Against a Higher Education Institution" selected as the Contact Reason. After submitting your email, wait a few moments for the online student complaint form to be automatically presented for your use.

2. Sending the required [Student Complaint and Release Forms](#) and supporting documentation as PDF attachments by email to studentcomplaints@theeb.state.tx.us
3. Mailing printed forms and documentation to:

Texas Higher Education Coordinating Board
Office of General Counsel
P.O. Box 12788
Austin, Texas 78711-2788

The THECB does not accept facsimile transmissions of student complaint forms

The website for the THECB's Student Complaints process is:

<http://www.thecb.state.tx.us/links/student-complaints/>

A complete copy of the THECB's rules regarding the student complaint process is available at:

[https://texreg.sos.state.tx.us/public/readtac\\$ext.TacPage?sl=T&app=9&p_dir=P&p_rloc=164570&p_tloc=&p_ploc=1&pg=7&p_tac=&ti=19&pt=1&ch=1&rl=116](https://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=T&app=9&p_dir=P&p_rloc=164570&p_tloc=&p_ploc=1&pg=7&p_tac=&ti=19&pt=1&ch=1&rl=116)

and

[http://texreg.sos.state.tx.us/public/readtac\\$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=19&pt=1&ch=1&rl=116](http://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=19&pt=1&ch=1&rl=116)

Please copy and paste the links into your browser if the webpage does not open the page within a few seconds.