



POLICIES/PROCEDURES TO RESOLVE STUDENT GRIEVANCES/COMPLAINTS

PDTC wants students to have a positive experience in which their grievances can be expressed openly and honestly. PDTC is committed to promptly address student grievances, both academic and non-academic. Student grievance is taken seriously and will be responded to by the school in writing within ten business days of receipt of a registered grievance. To register a grievance, the student must write a formal letter detailing the issue and address the grievance to the student services staff (or designee). The grievance may be difficult to resolve without enough detail to allow the school to adequately understand and respond to the grievance. The grievance will be reviewed by the student services staff (or designee), who will acknowledge receipt of the grievance and establish a file for the grievance within ten business days. The file will be kept separate from student academic records. The student services staff (or designee) may schedule a meeting with the student to discuss the grievance. The student services staff (or designee) will help the student in resolving the grievance. If unable to address the grievance immediately because of policy or procedural requirements, the student services staff (or designees) will assist the student in directing the grievance to the appropriate school official or office better able to address the matter. Records of grievances and their resolutions are maintained by the student services staff.

GRIEVANCE PROCEDURE STEPS:

1. Student submits a grievance by writing a formal letter detailing the issue within thirty calendar days of the occurrence.
2. The grievance is acknowledged within ten business days and reviewed by the director of education.
3. The student services staff (or designee) will help the student in resolving the grievance.

GRIEVANCE APPEALS:

A student may submit a written appeal any time the student believes a grievance was not resolved or when the student believes an inappropriate decision and/or discipline has been administered. All appeals must be submitted in writing within five business days after the initial decision and/or discipline to the student services staff (or designee). The student services staff (or designee) will respond within ten business days. The student services staff (or designee) may uphold, lessen, dismiss, or alter a decision and/or discipline as a result of the appeal. If the student is not satisfied with the decision of the appeal, a second written appeal may be submitted to the Director of Education within five business days of any decision made after a first grievance appeal. The Director of Education will respond within thirty business days and may uphold, lessen, dismiss, or alter a decision and/or discipline. The decision of the Director of Education is final. If the complaint cannot be resolved after

exhausting the institution's grievance procedure, the student may file a complaint with the **Texas Workforce Commission Career Schools and Colleges, TWC-Career Schools and Colleges, 101 East 15th Street, Room 226T, Austin, Texas, 78778-0001; fax it to (512) 936-3111; or email it to www.career.schools@twc.state.tx.us. If you wish to confirm receipt, please phone (512) 936-6959 . <https://www.twc.texas.gov/files/jobseekers/csc-401a-student-complaint-form-twc.pdf>. Any appeal must follow the proper step-by-step line of appeal for decisions and/or disciplinary actions. Failing to follow the correct sequential line of appeal will invalidate any other appeals. Records of student appeals and their resolutions are maintained by the student services staff (or designee).**

Grievance Appeal Procedure Steps:

1. Student submits an appeal within five business days of the initial grievance decision
2. The student services staff (or designee) will respond within ten business days and may uphold, lessen, dismiss, or alter a decision and/or discipline.
3. If the student is not satisfied, a second written appeal may be submitted to the Director of Education within five business days.
4. The Director of Education will respond within thirty business days and may uphold, lessen, dismiss, or alter a decision and/or discipline. The decision of the Director of Education is final.
5. If the complaint cannot be resolved after following the grievance and appeal procedure, the student may file a complaint with the:

**Texas Workforce Commission
Career Schools and Colleges, Room
226T101 East 15th Street
Austin, Texas 78778-0001
Phone: (512) 936-6959
<http://csc.twc.state.tx.us/>**