STUDENT COMPLAINT/GRIEVANCE PROCEDURE

Students are encouraged to bring any complaints or grievances to the attention of their instructor, if appropriate. If the instructor is not successful in resolving the issue, the instructor will notify the Director of Education. The Director of Education will investigate and assess the issue and make a resolution, notifying the Executive Director/Campus President. If the issue cannot be resolved by the Director of Education, the Executive Director/Campus President is contacted.

If the determination made by the Executive Director/Campus President is not satisfactory to the student, the student may make an appeal in writing to the company’s Complaint Hotline, “The Answer Program”, send an email to: Answerprogram@iecglobal.com or call toll free (866) 591-8588. The appropriate individual in the corporate office will be assigned to the concern immediately and will contact the student to discuss the situation.

Answer Program
International Education Corporation
16485 Laguna Canyon Road, Suite 300
Irvine, California 92618

If the student continues to feel that the issue remains unresolved, the student may contact the Accrediting Council of Independent Colleges and Schools (ACICS).

Schools accredited by ACICS must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting ACICS. All complaints considered by ACICS must be in written form, with permission from the complainant(s) for ACICS to forward a copy of the complaint to the College for a response. The complainant(s) will be kept informed as to the status of the complaint, as well as of the final resolution by ACICS. Please direct all inquiries to:

Accrediting Council for Independent Colleges and Schools
750 First Street, NE, Suite 980
Washington, DC 20002-4241
TEL: (202) 336-6780

A copy of the Grievance Complaint Form is available at the campus and may be obtained by contacting the Director of Education.

If a complaint is not settled at the institutional level, the student may contact the Texas Workforce Commission, Career Schools and Colleges, 101 E. 15th Street, Room 226T, Austin, TX 78778-0001, (512) 936-3100. http://csc.twc.state.tx.us/.

A copy of the Grievance Complaint Form is available at the campus and may be obtained by contacting the Director of Education.

After exhausting the institution’s grievance/complaint process, current, former, and prospective degree students may initiate a complaint with the Texas Higher Education Coordinating Board (THECB) by sending the required forms either by electronic mail to StudentComplaints@thecb.state.tx.us or by mail to:

Texas Higher Education Coordinating Board
College Readiness and Success Division
P.O. Box 12788
Austin, Texas 78711-2788

The web address for the THECB Student Complaints page is http://www.thecb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9
ARBITRATION AGREEMENT
Any controversy, dispute or claim which cannot be resolved through the College’s internal dispute resolution process shall be settled by arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.