



## NOTICE

# STUDENT COMPLAINT POLICY

Dear Students:

The Austin campus has a Certificate of Approval from the Texas Workforce Commission (TWC). The TWC-assigned school number is: **S0953**.

The Austin campus programs are approved by TWC, as well as the Council on Occupational Education (COE).

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. 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 catalog. If, as a student, you were not provided with this information, please inform school management.

Students 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, as well as with other relevant agencies or accreditors, if applicable.

Information on filing a complaint with TWC can be found on TWC's Career Schools and Colleges Website at <http://csc.twc.state.tx.us/>.

Information for Degree Seeking Students (AAS Program)

In accordance with the rules established by the Texas Higher Education Coordinating Board (THECB), Auguste Escoffier School of Culinary Arts is required to provide degree seeking students with information regarding filing a student complaint with the THECB.

In most cases, student concerns can be addressed and resolved by following the established grievance policy in the institutional catalog. If after exhausting the institutional grievance process, a mutually satisfactory resolution cannot be determined, then you may initiate a complaint with THECB.

The THECB rules and processes for filing a complaint can be found at the web addresses below:

Information about the rules governing student complaints – Title 19 of the Texas Administrative Code, Rules 1.110-1.120 can be found at:

[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)

Information about the complaint procedure and forms for filing a complaint can be found at:

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