

Grievance Procedures

All student complaints should be communicated to the Campus Director. Students that have addressed their concern to the Campus Director and have not reached their desired outcome, or have an issue directly related to the Campus Director are encouraged to follow the grievance procedure outlined in the student catalog which encourages students to write a letter to Tony, CEO of MyComputerCareer, by going to <http://info.mycomputercareer.com/dear-tony>. The student will be contacted and an attempt will be made to resolve the complaint internally to the satisfaction of the student, within reasonable discretion. Students are encouraged to go through this internal complaint process as a first attempt to resolve any complaints. If the complaint cannot be resolved, the student will be referred to file a formal complaint with a higher governing authority listed below:



Ohio students may contact the State Board of Career Colleges and Schools at 30 East Broad St. Suite 2481 Columbus, OH 43215-3414, Phone 614-466-2752 or toll free at 877-275-4219.



Indiana students may file a formal complaint at the Office of Career and Technical Schools located at 10 N Senate Avenue, Suite SE 308 Indianapolis, IN 46204, phone - 317-234-8338 or 317-232-1732 or email - OCTS@dwd.in.gov.



School Number: **Arlington:** S4925 * **Dallas:** S3367 * **Houston:** S3692

Texas students may file a formal complaint with the Texas Workforce Commission (TWC), who provides our school Certificate of Approval and approves all of MyComputerCareer's programs, by completing the Student Complaint Form and following the instructions in the following link: <http://www.twc.state.tx.us/files/jobseekers/csc-401a-student-complaint-form-twc.pdf>. For further information on filing a complaint with TWC go to <http://www.texasworkforce.org/careerschoolstudents>.



North Carolina students may file a formal complaint to the state by completing the Student Complaint Form and following the instructions in the following link: http://www.nccommunitycolleges.edu/sites/default/files/basic-page-file-uploads/proprietary-schools/fillable_student_complaint_form_-_arial.pdf



In addition, students can submit formal complaints to our Accrediting body **ACCET** by following the complaint procedure posted in each campus or by clicking on the following link that contains their contact information: http://docs.accet.org/downloads/docs/doc49_1.pdf. ACCET's address and phone number are as follows: 1722 N Street, NW Washington, DC 20036 Telephone: 202-955-1113.