




## Grievance Procedures


All student complaints should first be communicated to the Director of Education (DOE) or Program Chair. The DOE for North Carolina is Todd Duhamel at 614-408-3633 or [todd.duhamel@mycomputercareer.edu](mailto:todd.duhamel@mycomputercareer.edu). Students who have addressed their concerns to the DOE or Program Chair and have not reached their desired outcome, or have an issue directly related to the DOE or Program Chair are encouraged to follow the grievance procedure outlined in the student catalog, which encourages students to write a letter to Amy Onuska, CEO of MyComputerCareer, by going to <https://www.mycomputercareer.edu/dear-amy/> or by email at [dearamy@mycomputercareer.edu](mailto:dearamy@mycomputercareer.edu). The student will be contacted and an attempt 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, toll free at 877-275-4219 or email [bpsr@scr.state.oh.us](mailto:bpsr@scr.state.oh.us).

 **California** residents enrolled in distance education through **Columbus, OH** or **Indianapolis, IN** may file a complaint at <https://www.bppe.ca.gov/enforcement/complaint.shtml>. A complaint may be filed using the online complaint submission link or by downloading a complaint form and mailing it to: Bureau for Private Post-Secondary Education, PO Box 980818, West Sacramento, VA 95798-0818.


 **Indiana** students may file a formal complaint at the Indiana Commission for Higher Education located at 101 West Ohio Street Suite 300 Indianapolis, IN 46204. Phone 317-464-4400 or Email - [Complaints@che.in.gov](mailto:Complaints@che.in.gov). <https://www.in.gov/che/student-complaints>


**TWC # Arlington: S4925, Dallas: S3367, Houston: S3692, Sugar Land: S4925**


 **Texas** students may file a formal complaint with the 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: [TWC Complaint Form](#). For further information on filing a complaint with TWC go to <http://www.texasworkforce.org/careerschoolstudents>. Complaint forms can be sent to: TWC Career Schools and Colleges, 101 East 15<sup>th</sup> Street, Room 226T, Austin TX 78778-0001. Phone: 512-936-3100 or Fax: 512-936-3111. Complaints related to Degree granting programs are handled by the Texas Higher Education Coordinating Board (THECB) by completing the online complaint form located on their website at - [THECB](#).

 **North Carolina** students may file a formal complaint by completing the NCCC Office of Proprietary Schools Student [Complaint Form](#) and following the [Procedures](#) outlined in the following link – [NCCC Students Page](#).

- MyComputerCareer is also a member of the North Carolina Community College System (NCCCS). Students located in North Carolina may file a complaint with the [North Carolina Post-Secondary Education Complaints unit](#). First review the [NC Post-Secondary Student Complaint Policy](#). Then complete the [NC Post-Secondary Education Student Complaint Form](#) and submit the complaint online or contact the office 223 S. West Street, Suite 1800, Raleigh NC 27603.

 **Nevada** students the student can contact CPE and we will attempt to resolve the issue. Until 1 year after the last date of attendance or date on which the damage occurred, whichever is later, the complaint can be submitted. The details of the process can be found here: [https://cpe.nv.gov/Students/Students\\_Home/](https://cpe.nv.gov/Students/Students_Home/). The form is available here: <https://cpe.nv.gov/uploadedFiles/cpenvgov/content/Students/Complaint%20Form%20Initial%202021.pdf> and can be submitted by to: Commission on Postsecondary Education 2800 E St Louis Avenue, Las Vegas, NV 89104, email: [mjwu@detr.nv.gov](mailto:mjwu@detr.nv.gov) fax: 702-486-7340

 In addition, students can submit 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: [https://s3.amazonaws.com/docs.accet.org/downloads/Doc\\_49.1.pdf](https://s3.amazonaws.com/docs.accet.org/downloads/Doc_49.1.pdf). ACCET's address and phone number are as follows: 1722 N Street, NW Washington, DC 20036. Phone: 202-955-1113.

 The MyComputerCareer campus in Columbus, Ohio formally became a member of the NC-SARA on September 26, 2016, which results in more efficiency in the state authorization process and more educational options for our distance education students. The MyComputerCareer campus in Indianapolis, IN became a member of NC-SARA on September 15, 2021 The portal agency for our Indianapolis campus is the Indiana Commission for Higher Education. The portal agency for our Columbus campus is the Ohio State Board of Career Colleges and Schools and all NC-SARA complaints or grievances should be sent to the state as described in the appropriate section above. The MyComputerCareer campus in Raleigh, NC, became a member of NC-SARA on August 5, 2024. The portal agency is the North Carolina State Education Assistance Authority (NCSEAA). NCSEAA's mailing address is P.O. Box 41349 Raleigh, NC 27629, phone # 855-727-2162, email [information@saranc.org](mailto:information@saranc.org) and websites: [Complaint Process](#) and [Complaint Form](#).

For additional information on NC-SARA please refer to their website at <http://nc-sara.org>.

For students who attend a MyComputerCareer a campus approved through NC-SARA, and relocate to a new state post-enrollment, the supplemental chart provides guidance on how to file a student complaint, if not resolved through the institution.

State	Process
Alabama	<a href="https://www.accs.edu/about-accs/private-school-licensure/complaints/">https://www.accs.edu/about-accs/private-school-licensure/complaints/</a> . The student must submit the complaint in writing by clicking the following link <a href="https://psl.asc.edu/External/Complaints.aspx">https://psl.asc.edu/External/Complaints.aspx</a> or using the complaint form in the quick link's section. The student complaint must contain a detailed description of the claim, including dates, times, and full names of all involved, as well as a timeline of the actions taken by both the student and the school to resolve the matter.
Alaska	no policy in place for non-licensed schools operating outside of the state of Alaska. Refer to the enrollment campus state.
Arizona	no policy in place for non-licensed schools operating outside of the state of Arizona. Refer to the enrollment campus state.
Arkansas	If you have questions or you believe your rights have been violated, you may contact the Board staff at 501-371-2000, email us at <a href="mailto:dhe.private.careered@adhe.edu">dhe.private.careered@adhe.edu</a> or submit a Complaint Form: <a href="https://sbpce.wufoo.com/forms/form-8040-complaint-form/">https://sbpce.wufoo.com/forms/form-8040-complaint-form/</a> .
California	A complaint may be filed using the online complaint submission link or by downloading a complaint form and mailing it to: Bureau for Private Post-Secondary Education, PO Box 980818, West Sacramento, VA 95798-0818. <a href="https://www.bppe.ca.gov/enforcement/complaint.shtml">https://www.bppe.ca.gov/enforcement/complaint.shtml</a>
Colorado	no policy in place for non-licensed schools operating outside of the state of Colorado. Refer to the enrollment campus state.
Connecticut	For complaints regarding higher education institutions located in other states, contact the state agency responsible for authorization.
Delaware	no policy in place for non-licensed schools operating outside of the state of Delaware. Refer to the enrollment campus state.
District of Columbia (DC)	no policy in place for non-licensed schools operating outside the District of Columbia. Refer to the enrollment campus state.
Florida	no policy in place for non-licensed schools operating outside of the state of Florida. Refer to the enrollment campus state.
Georgia	The Commission requires that students <b>will utilize and complete these institutional procedures</b> in an attempt to resolve any complaint or concern before submitting a complaint to the Commission. If the institution's resolution is not satisfactory, you may appeal to the Commission, but it will not investigate a complaint unless the student has exhausted all available grievance procedures outlined by the institution. <a href="https://gnpec.georgia.gov/student-resources/complaints-against-institution/gnpec-complaint-rules">https://gnpec.georgia.gov/student-resources/complaints-against-institution/gnpec-complaint-rules</a> . The complaint form can be found here: <a href="https://gnpec.georgia.gov/student-resources/complaints-against-institution/gnpec-complaint-form">https://gnpec.georgia.gov/student-resources/complaints-against-institution/gnpec-complaint-form</a> .
Hawaii	If a student has a complaint regarding unfair and deceptive acts or practices, the complaint can be completed online or by calling the Consumer Resource Center at 808-587-4242 (press 2) to speak with an intake specialist, or you can complete the complaint form and mail to Office of Consumer Protection; 235 S. Beretania St, Rm 801, Honolulu, HI 96813. <a href="https://web2.dcca.hawaii.gov/ocpc/complaint/">https://web2.dcca.hawaii.gov/ocpc/complaint/</a> .
Idaho	no policy in place for non-licensed schools operating outside of the state of Idaho. Refer to the enrollment campus state.
Illinois	no policy in place for non-licensed schools operating outside of the state of Illinois. Refer to the enrollment campus state.
Indiana	If the student is unable to resolve the complaint through the institution, he/she should proceed to filing a student complaint with the Indiana Commission for Higher Education (ICHE). The student can contact <a href="mailto:complaints@che.in.gov">complaints@che.in.gov</a> if there are additional questions. <a href="https://www.in.gov/che/student-complaints/">https://www.in.gov/che/student-complaints/</a> .
Iowa	Iowa College Aid has created a Student Complaint Form to accept a student's questions, concerns, or complaint related to a postsecondary school. A student may also contact Iowa College Aid toll-free at 877-272-4456. <a href="https://iowacollegeaid.gov/StudentComplaintForm">https://iowacollegeaid.gov/StudentComplaintForm</a> . Form Website: <a href="https://iowacollegeaid.co1.qualtrics.com/jfe/form/SV_9Br0hgNMto1FltT">https://iowacollegeaid.co1.qualtrics.com/jfe/form/SV_9Br0hgNMto1FltT</a>
Kansas	no policy in place for non-licensed schools operating outside of the state of Kansas. Refer to the enrollment campus state.
Kentucky	no policy in place for non-licensed schools operating outside of the state of Kentucky. Refer to the enrollment campus state.
Louisiana	no policy in place for non-licensed schools operating outside of the state of Louisiana. Refer to the enrollment campus state.
Maine	no policy in place for non-licensed schools operating outside of the state of Maine. Refer to the enrollment campus state.
Maryland	no policy in place for non-licensed schools operating outside of the state of Maryland. Refer to the enrollment campus state.
Massachusetts	no policy in place for non-licensed schools operating outside of the state of Massachusetts. Refer to the enrollment campus state.
Michigan	If the student is unable to resolve the complaint through the institution's complaint process, they can file a complaint with PSS. If a student wishes to complete and submit a complaint, they should complete the PSS complaint form and attach any pertinent additional documentation. The links to the process and the form can be found here: <a href="https://www.michigan.gov/leo/bureaus-agencies/wd/pss">https://www.michigan.gov/leo/bureaus-agencies/wd/pss</a> . The form can be submitted to: State of Michigan Department of Labor and Economic Opportunity; Employment & Training, Post-Secondary Schools; PO Box 30726; Lansing, MI 48907
Minnesota	no policy in place for non-licensed schools operating outside of the state of Minnesota. Refer to the enrollment campus state.

State	Process
Mississippi	no policy in place for non-licensed schools operating outside of the state of Mississippi. Refer to the enrollment campus state.
Missouri	no policy in place for non-licensed schools operating outside of the state of Missouri. Refer to the enrollment campus state.
Montana	no policy in place for non-licensed schools operating outside of the state of Montana. Refer to the enrollment campus state.
Nebraska	no policy in place for non-licensed schools operating outside of the state of Nebraska. Refer to the enrollment campus state.
Nevada	no policy in place for non-licensed schools operating outside of the state of Nevada. Refer to the enrollment campus state.
New Hampshire	no policy in place for non-licensed schools outside of the state of New Hampshire. Refer to the enrollment campus state.
New Jersey	New Jersey residents who are seeking information about filing a complaint in regard to an out-of-state institution that is not operating under SARA, can file a complaint with New Jersey Office of the Attorney General, Division of Consumer Affairs: <a href="https://www.njconsumeraffairs.gov/Pages/Consumer-Complaints.aspx">https://www.njconsumeraffairs.gov/Pages/Consumer-Complaints.aspx</a>
New Mexico	no policy in place for non-licensed schools outside of the state of New Mexico. Refer to the enrollment campus state.
New York	no policy in place for non-licensed schools operating outside of the state of New York. Refer to the enrollment campus state.
North Carolina	students may enroll in schools licensed under NCGS §115D. NC citizens may enroll in schools out of state that provide education through distance learning technologies, but they may not be protected by the consumer laws of North Carolina.
North Dakota	no policy in place for non-licensed schools operating outside of the state of North Dakota. Refer to the enrollment campus state.
Ohio	no policy in place for non-licensed schools operating outside of the state of Ohio. Refer to the enrollment campus state.
Oklahoma	no policy in place for non-licensed schools operating outside of the state of Oklahoma. Refer to the enrollment campus state.
Oregon	no policy in place for non-licensed schools operating outside of the state of Oregon. Refer to the enrollment campus state.
Pennsylvania	no policy in place for non-licensed schools outside of the state of Pennsylvania. Refer to the enrollment campus state.
Puerto Rico	no policy in place for non-licensed schools operating outside of the state of Puerto Rico. Refer to the enrollment campus state.
Rhode Island	no policy in place for non-licensed schools operating outside of the state of Rhode Island. Refer to the enrollment campus state.
South Carolina	A complaint may be files with Academic Affairs at the South Carolina Commission on Higher Education located at 1122 Lady Street, Suite 400, Columbia, SC, 29201. Telephone (803) 737-2260, Website: <a href="https://www.che.sc.gov/students-families-and-military/student-resources">https://www.che.sc.gov/students-families-and-military/student-resources</a>
South Dakota	Students enrolled in 100% distance learning programs should contact the agency authorization agency in the home state of the institution.
Tennessee	no policy in place for non-licensed schools operating outside of the state of Tennessee. Refer to the enrollment campus state.
Texas	no policy in place for non-licensed schools operating outside of the state of Texas. Refer to the enrollment campus state.
US Virgin Islands	no policy in place for non-licensed schools operating outside of the U.S. Virgin Islands. Refer to the enrollment campus state.
Utah	If a student has an unresolved complaint, they may follow the website instructions and complete the process through the Utah Department of Commerce, Division of Consumer Protection: <a href="https://dcp.utah.gov/consumers/">https://dcp.utah.gov/consumers/</a>
Vermont	no policy in place for non-licensed schools outside of the state of Vermont. Refer to the enrollment campus state.
Virginia	If a school with no physical presence in Virginia enrolls in distance education students, those complaints are handles by the home state of the school
Washington	no policy in place for non-licensed schools operating outside the state of Washington. Refer to the enrollment campus state.
West Virginia	no policy in place for non-licensed schools operating outside the state of West Virginia. Refer to the enrollment campus state.
Wisconsin	no policy in place for non-NC-SARA schools operating outside the state of Wisconsin. Refer to the enrollment campus state.
Wyoming	no policy in place for non-licensed schools operating outside the state of Wyoming. Refer to the enrollment campus state.