

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. 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. 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. The link to the [Ohio Student Complaint Form & Process](#).



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. <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 15th 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](#). Mailing Address: 5001 Mail Service Center Raleigh, NC 27699. Phone 919-807-7061. Email corls@ncccommunitycolleges.edu

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. Telephone: 919-962-4550.



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/. The form is available here: [Nevada Complaint Form](#) and can be submitted by to: Commission on Postsecondary Education 2800 E St Louis Avenue, Las Vegas, NV 89104, email: 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. 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 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 campus approved through NC-SARA, and relocate to a new state post-enrollment, the following link provides guidance on how to file a student complaint in your state, if not resolved through the institution – [State by State Authorization Guide \(Complaint Processes by State\)](#).