

## STUDENT COMPLAINT POLICY (TAC 807.301)

Black Wolf CDL Training Center has a certificate of approval from the Texas Workforce Commission (TWC).

The TWC assigned school number is: s5262 and the training center's programs are approved by the TWC.

Students must address their concerns about the training center or an educational program by following the grievance process described below. These procedures can also be found in the student catalog and is posted on a wall in each classroom.

Students dissatisfied with the school's response to their complaint or who are not able to file a complaint with the school, can file a complaint with TWC, and other relevant agencies or accreditors.

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/>.

Although students are encouraged to first utilize their school's grievance procedure before contacting TWC, should they be dissatisfied with their school's response to their complaint, or should they not have an opportunity to file a complaint or not feel comfortable to do so for any reason, they may still file a complaint with TWC.

## APPEAL AND GRIEVANCE PROCESS

### APPEAL PROCESS

- Students may appeal any decision, policy, and/or procedure that they feel has an adverse effect upon their opportunity to complete the Class A CDL program at Black Wolf CDL Training Center.
- Such instances may include dismissal, involuntary withdrawal, grade received in class.

### GRIEVANCE PROCEDURE

- The following procedures must be followed in order to make a proper appeal:
  1. Speak with the Director.
  2. If not satisfactorily resolved, speak with the Principal Owner
  3. The Principal Owner will notify the student of the decision
  4. If the student still feels the situation has not been addressed thoroughly, the complaint can be directed to an independent arbitrator that does not have any affiliation with the school or student. Miss French (a curriculum advisor at Texas A&M), will act as an independent arbitrator in the case of a dispute between Black Wolf CDL Training Center and the student plaintiff. The student can request a meeting with Ms. French.
  5. Unresolved grievances may be directed to the:  
Texas Workforce Commission, Career Schools, and Colleges,  
Phone 512-936-3100, Room 226T,  
101East 15th St. Austin, TX 78778-0001.  
[www.texasworkforce.org/careerschoolstudents](http://www.texasworkforce.org/careerschoolstudents)