
Student Complaints Grievance Procedures

All student complaints should be communicated to the Director of Education, Scott McKnight. Students that have addressed their concerns to the Director of Education and have not reached their desired outcome, or have an issue directly related to the Director of Education are encouraged to follow the grievance procedure outlined in the student catalog. 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:



TWC # S3817 Texas students may file a formal complaint with TWC, who provides our 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>.

Additional information on filing a complaint can be found at

<http://www.texasworkforce.org/careerschoolstudents>.

Complaint forms can be sent to: TWC Career Schools and Colleges, 101 East 15th Street, Room 226T, Austin, Texas 78778-0001. Phone: (512) 936-3100.



California residents enrolled in distance education through our Columbus, OH campus may file a complaint at

<https://www.bppe.ca.gov/enforcement/complaint.shtml>.

A complaint may be filed by writing or calling the Bureau for Private Postsecondary Education Enforcement Section at the following address and number: PO Box 980818, West Sacramento, CA 95798-0818. Phone: 916-574-8900, Fax: 916- 263-1897. An alternative avenue for filing a Complaint is to utilize the CA Department of Consumer Affairs' (DCA) online Complaint Form.

<https://www.dca.ca.gov/webapps/gencomplaint.php>



In addition, students can submit complaints to our Accrediting Body, ACCET by following the complaint procedure posted in the school catalog, or by clicking the following link that contains their contact information:

https://docs.accet.org/downloads/docs/doc49_1.pdf.

ACCET's address and phone number are as follows: 1722 N Street, NW Washington, DC 20036. Phone: 202-955-1113.



The National Council for State Authorization Reciprocity Agreements (NC-SARA) is a private nonprofit organization

[501(c)(3)] that helps expand students' access to educational opportunities and ensure more efficient, consistent, and effective regulation of distance education programs. This results in more efficiency in the state authorization process and more options for our distance education students. For more information on NC-SARA please refer to their website: <http://nc-sara.org>. All NC-SARA complaints or grievances should be sent to the state as described in their appropriate section above.