

# Notice

## Maestro College - Student Grievance Policy

Dear Students:

Maestro College, Dallas location, has a Certificate of Approval from the Texas Workforce Commission (TWC), Career Schools and Colleges.

The TWC-assigned school number for this campus is **S2704**.

The school's programs are approved by TWC. Degree programs are approved by Texas Higher Education Coordinating Board (THECB). The school is accredited by the Commission of the Council on Occupational Education (COE) located at 7840 Roswell Rd., Bldg. 300, Ste. 325, Atlanta, GA 30350, (770-396-3898), [www.council.org](http://www.council.org).

Schools are responsible for ensuring and documenting that all students have received a copy of the school's grievance procedures and for describing these procedures in the school's published catalog. If, as a student, you were not provided with this information, please inform the school's Director.

**Remember the school is your first point of contact if you have a grievance.**

Students must address their concerns about this school or any of its educational programs by following the grievance process outlined in the school catalog as noted below. Should you have a grievance, follow these steps to achieve the best and timely results:

**Step 1:** Discuss the problem with the appropriate instructor or staff member.

**Step 2:** If unsatisfied, the student may appeal to the College Director.

**Step 3:** If unsatisfied after Steps 1 and 2, the student can appeal to the Board of Directors or a member of the Board of Directors.

All appeals must be in writing. If all appeals have been exhausted, students who are dissatisfied with this school's response to their complaint or who are not able to file a complaint with the school, can file a formal grievance with TWC, as well as with other relevant agencies or accreditors, if applicable. Information on filing a grievance with TWC can be found on TWC's website at [www.texasworkforce.org/careerschoolstudents](http://www.texasworkforce.org/careerschoolstudents).

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