



**Texas Workforce Commission  
Career Schools and Colleges  
Student Complaint Form**

**Please mail this form or email when completed to:**

**TWC Career Schools and Colleges  
101 East 15<sup>th</sup> Street, Room 226T  
Austin, Texas 78778-0001**

**HelpDesk:** [career.schools@twc.texas.gov](mailto:career.schools@twc.texas.gov)

**For TWC Use Only**

Date Received: \_\_\_\_\_

Date Assigned: \_\_\_\_\_

Initialed By: \_\_\_\_\_

**School Information**

TWC is responsible for licensing and regulating private postsecondary educational institutions (also known as career schools and colleges), as required under Texas Education Code Chapter 132 and the TWC rules in Texas Administrative Code Chapter 807. To help us ensure that we understand your complaint and can respond promptly, please complete this form, and return to Career Schools and Colleges at the address above.

School Number (**TWC Use Only**): \_\_\_\_\_

School Legal Name (please print): \_\_\_\_\_

School Physical Address (Street 1): \_\_\_\_\_

School Physical Address (Street 2): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Website URL Address: \_\_\_\_\_

**Student Information**

Unless you disclose your name and address, we will not be able to investigate your complaint and you may use this form as information only. Please provide a copy of your school enrollment agreement, catalog, and copies of any other documents that may help us investigate your complaint. Please do not send the originals of any documentation.

First Name (please print): \_\_\_\_\_ Middle Name (please print): \_\_\_\_\_

Last Name (please print): \_\_\_\_\_

Previous Names Used: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

### Course of Instruction Information

Course Attended: \_\_\_\_\_

First Day of Attendance: \_\_\_\_\_ Last Day of Attendance: \_\_\_\_\_

### Tuition Information

How much tuition have you paid? \_\_\_\_\_ How did you make the payment? \_\_\_\_\_

Was the tuition paid for by WIOA? Yes  No

If you obtained loans, please write down the names and account numbers of the loans that were obtained from you.

Loan holder name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Additional Loan holder name: \_\_\_\_\_ Account Number: \_\_\_\_\_

### School Policy and Witness Information

Have you followed school policy when reporting a complaint? Yes  No

If no, why not?

In your opinion, why was this complaint not resolved at school?

Please write down the names and phone numbers of people who can assist in the complaint investigation and anyone you have communicated your complaint.

First and Last Name	Title	Relationship	Email Address	Telephone Number

### Complaint Details

Please use additional sheets if you need more space.

Is the complaint against a particular person(s): Yes  No

If yes, provide person(s) Name: \_\_\_\_\_ and Title: \_\_\_\_\_

Please describe your complaint as specific as you can. Include names of people, places, and dates listed:

Please tell us how you would like to see your complaint resolved:

### **Certification**

By the following I certify that the information given is true and correct as far as I am concerned, and I give permission that my complaint be advanced to the school for a response. Must provide original signature or acceptable electronic signature such as DocuSign. School directors are encouraged to take the Representative Training.

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_