

## NOTICE TO STUDENTS:

Elite Careers Dental Assisting School of Texas, Inc., has a Certificate of Approval from the Texas Workforce Commission (TWC); the TWC-assigned school number is S4429.

The school's programs are approved by TWC.

Students must address their concerns about the school or any of its educational programs by following the grievance process outlined in the school's catalog and as follows:

### *COMPLAINT PROCEDURE*

*From time to time circumstances will arise where a student wishes to sit down with the school director and discuss a problem or complaint. Students should feel free to see the director to make an appointment for a convenient time where concerns can be discussed.*

*If after discussing your complaint with the school director, you still feel that your complaint has not been resolved, you may follow the review procedures listed below:*

- 1. Write a complete description of your complaint and present to school director.*
- 2. Within ten days of receiving your written complaint, the school director will appoint a review board consisting of the school director, one instructor and one student.*
- 3. The review board will meet within five business days of its appointment and review the written complaint as well as meet with the complainant.*
- 4. The review board will issue a decision within ten days of the final hearing on a particular complaint. The decision of the review board will be final.*

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 as follows:

*Grievance Policy: If the student is not satisfied with the results of the above procedure, the student may contact:*

*The Texas Workforce Commission, Career Schools & Colleges  
101 East 15th Street, Room 226T  
Austin, TX 78778-0001  
(512) 936-3100  
<http://csc.twc.state.tx.us>*

Information on filing a complaint with TWC can also be found on TWC's Career Schools and Colleges Website at <http://csc.twc.state.tx.us/>