TEXAS WORKFORCE COMMISSION

Career Schools and Colleges

Student Complaint Form

DEPT. USE ONLY

School # _____

Please complete all of page 1 & 2 of this form, sign it, and mail to: TWC-Career Schools and Colleges, 101 East 15th Street, Room 226T, Austin, Texas, 78778-0001; fax it to (512) 936-3111; or email it to career.schools@twc.state.tx.us. If you wish to confirm receipt, please phone (512) 936-3100.

Unless you reveal your name and address, we are unable to investigate your complaint and may use this form for information only. Please submit a copy of your enrollment agreement with the school and copies of any other documents that may help us substantiate this complaint. DO NOT SEND ORIGINALS OF ANY DOCUMENTATION.

Your Full Name at Time of Enrollment	**Name of School**
Address	**School's Address**
City	**City**
State **Zip**	**State** **Zip**
Home Phone	**School Phone**
Work Phone	**Program Attended**
Social Security Number	**Last Date of Attendance (mm/dd/yyyy)**
Please list the names and phone numbers of any witnesses or persons who can substantiate your complaint.	
Who else have you contacted regarding this complaint?	
Have you used the school's complaint process? ☐ **Yes** ☐ **No** **If no, why not?**	
In your opinion, why was this complaint not resolved at the school?	
How much tuition have you paid? How did you pay this? If loans were used, please list the names of the lenders and account numbers of the loans.	
Describe your complaint in detail. Include names of persons, locations, and dates involved. Please use additional sheets if you need more space. If this complaint is against specific person(s), please list their name and title.	

What relief or resolution would you consider fair?

I hereby certify that the above information is true and correct to the best of my knowledge and grant permission for the complaint to be forwarded to the school for a response.

Signature **Date (mm/dd/yyyy)**

Completed forms, inquiries, or corrections to the individual information contained in this form shall be sent to the TWC Career Schools and Colleges, 101 East 15th Street, Room 226T, Austin, Texas 78778-0001, (512) 936-3100. Individuals may receive and review information that TWC collects about the individual by emailing to open.records@twc.state.tx.us or writing to TWC Open Records, 101 E. 15th St., Rm. 266, Austin, TX 78778-0001.