

GRIEVANCE POLICY

This school has a Certificate of Approval from the Texas Workforce Commission (TWC).

The TWC-assigned school number is S1043

The school's programs are approved by TWC and the Accrediting Council for Continuing Education and Training (ACCET).

When problems arise, students should make every attempt to resolve the issue by following the formal complaint procedure. The procedure is as follows:

1. Contact the Instructor in charge to resolve the problem or complaint.
2. If the issue can not be resolved with the Instructor, contact the Dean to schedule a meeting to discuss the concern.
3. If a solution can not be reached with the Dean, the Dean will schedule a meeting with the School Director to include the student, Dean, and School Director.
4. If a mutual solution can not be reached with the School Director and Dean, the student should submit a written complaint to the school's grievance committee. The committee will meet within 10 days of receipt of the letter to review the complaint. A letter will be sent to the complainant with the committee's decision and/or resolution. The committee is composed of at least one member from each of the following departments:
 - a. Education
 - b. Financial Aid
 - c. Administration
5. The student has the right to appeal the decision of the committee and submit the complaint letter to the President of the Academy of Court Reporting, Inc. located at 1720 W. Walnut Avenue, Visalia, CA 93277; Fax: (559) 733-7831; Phone: (559) 735-3818 ext. 1012; Email: comments@milaninstitute.edu. The President's decision will be communicated to the student.
6. The student has the right to appeal the decision of the President and submit the complaint letter to the school's state agency and/or accrediting agency.
 - a. Unresolved complaints may be directed to the Texas Workforce Commission, Career Schools and Colleges located at 101 East 15th Street, Austin, Texas, 78778. <http://csc.twc.state.tx.us/>.
 - b. The school's accrediting agency is the Accrediting Council for Continuing Education and Training (ACCET) located at 1722 "N" Street, NW, Washington, DC 20036, Phone: (202) 955-1113, Fax: (202) 955-1118. All complaint letters should be addressed to the "Complaint Administrator" and signed. The complaint letter must contain the nature of the problem(s), the approximate date(s) that the problem(s) occurred, names of individuals involved, copies of important information regarding the problem(s), and evidence demonstrating that the institution's formal complaint procedure was followed prior to contacting ACCET.

The school maintains its complaint log for at least two years.