

The Texas Higher Education Coordinating Board – Information for Filing a Complaint

Information for Degree Seeking Students (AAS and BS Level Programs)

In accordance with the rules established by the Texas Higher Education Coordinating Board (THECB), The College of Health Care Professions is required to provide degree seeking student's with information regarding filing a student complaint with the THECB.

In most cases, student concerns can be addressed and resolved by following the established grievance policy (below) in the College's catalog. If after exhausting the College's grievance process a mutually satisfactory resolution cannot be determined, then you may initiate a complaint with THECB. The THECB rules and processes for filing a complaint can be found at the web addresses below.

Information about the rules governing student complaints – Title 19 of the Texas Administrative Code, Rules 1.110-1.120 can be found at:

[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)

Information about the complaint procedure and forms for filing a complaint can be found at:

<HTTPS://WWW.HIGHERED.TEXAS.GOV/STUDENT-COMPLAINTS/>

COLLEGE CATALOG - GRIEVANCE POLICY

Each grievance should be submitted in writing. Students grieve initially to their instructor. If they are not satisfied with the decision, they may appeal to the Program Director, Director of Education /Chief Academic Officer, and/or the Campus President.

By following the proper steps during the grievance and appeals process your concerns will be heard and will be handled in a systematic way. This approach opens the lines of communication between the student and interested parties. Decisions will be made as quickly as possible and the student notified immediately.

As a final recourse, the student may address their grievance to either the:

The College of Health Care Professions – Corporate Offices

1001 West Loop South, Suite 750, Houston, Texas 77027

studentambassador@chcp.edu

Texas Workforce Commission, Career Schools and Colleges Department

101 E. 15th Street, Austin, Texas 78778-0001, (512) 936-3100.

Accrediting Bureau of Health Education Schools

6116 Executive Blvd., Suite 730, North Bethesda, MD 20852, (301) 291-7550 (www.abhes.org)

Commission on Accreditation of Allied Health Education Programs

(Houston – Northwest Surgical Technology Program, Austin and Fort Worth DMS Program)

35 East Wacker Drive, Suite 1970, Chicago, Illinois 60601-2208

(312) 553-9355. (www.caahep.org)

The Texas Higher Education Coordinating Board (Degree programs)

1200 East Anderson Lane, Austin, Texas 78752

(512) 427-6250, www.thecb.state.tx.us, refer to the Student Complaints link at the bottom of the home page