

STUDENT COMPLAINT/GRIEVANCE POLICY

The Austin campus has a Certificate of Approval from the Texas Workforce Commission (TWC). The TWC-assigned school number is: S0953. Auguste Escoffier School of Culinary Arts in Austin, Texas is nationally accredited by the Council on Occupational Education (COE).

Full consideration will be given to complaints and grievances which are submitted by students concerning any aspect of the Auguste Escoffier School of Culinary Arts. The complaint/grievance procedure is intended to provide a formal means for resolution of complaints.

Any complaint/grievance must follow the procedure outlined below. A student must initiate the formal complaint process no more than 10 days from the date and time of the alleged event. Any grievance filed over 10 days past the event will not be considered.

Complaints should be voiced first to the instructor if applicable, then to the Executive Chef. If a grievance is not satisfied, the student may appeal in writing to the Campus President.

Below are procedures for specific issues.

If a student has a concern regarding an instructor, he or she should detail the issue in writing for consideration by the Campus Executive Chef.

This same procedure would apply regarding:

- School supplies
- Program or Career Services procedures
- School representatives refund policy

If any of these matters still remain unresolved, the student may discuss the issue with the Campus President for further consideration. For any unresolved issues, students may file a written complaint to the Texas Workforce Commission Career Schools and Colleges, 101 East 15th Street, Room 226T, Austin, TX 78778–0001, the Texas Higher Education Coordinating Board, Office of General Counsel, P.O. Box 12788, Austin, Texas 78711-2788 or the Council on Occupational Education, 7840 Roswell Rd, Building 300, Suite 325 Atlanta, GA 30350. The telephone number to reach the Texas Workforce Commission Career Schools and Colleges is (512) 936-3100. The telephone number to reach the Council on Occupational Education (www.Council.org) is (800) 917-2081.

Information for Degree Seeking Students (AAS Program): In accordance with the rules established by the Texas Higher Education Coordinating Board (THECB), Auguste Escoffier School of Culinary Arts is required to provide degree seeking students 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 outlined in this catalog. If after exhausting the institutional grievance process, a mutually satisfactory resolution cannot be determined, then students may initiate a complaint with THECB.

Information about the rules governing student complaints – Title 19 of the Texas Administrative Code, Rules 1.110-1.120 can be found at: [https://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](https://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/links/student-complaints/>.