

STUDENT COMPLAINTS

(Grievance Procedure)

Complaints are defined as any student concern regarding the school programs, services, or staff. A student who has a concern about a school-related issue is encouraged to schedule a conference with the school director to find a resolution. If an issue is not resolved to a student's satisfaction through the conference, the student can file a formal complaint in writing with the school director who will formally investigate the complaint, take appropriate action, and provide a written response to the student by the 10th business day after the day the formal written complaint is received by member of the school faculty or staff. Note: a conference with the director is not required before a student files a formal written complaint.

Notification of Complaint to the Texas Workforce Commission

A student who is dissatisfied with the school director's response can file a complaint with the Texas Workforce Commission:

Texas Workforce Commission
Career Schools and Colleges, Room
226T 101 East 15th Street
Austin, Texas 78778-0001
Phone: (512) 936-3100

Information on filing a complaint with TWC can be found on TWC's
Career Schools and Colleges Website at
texasworkforce.org/careerschools.

Notification of Complaint to the Accrediting Agency

A student may also file a written complaint with the Texas
Department of
Licensing and Regulation

Laser Hair Removal
PO Box 12157
Austin, TX 78711