



Nova Career Institute 8720 Gateway East Blvd Suite E El Paso, TX 79907

STUDENT COMPLAINT POLICY

Dear Student:

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

The TWC-assigned school number is: S6527

The school's programs are approved by TWC, *as well as (name(s) of other Texas state agencies, as applicable) and (Name(s) of any relevant accrediting bodies).*

Students must address their concerns about this or any of its educational programs by following the grievance process outlined in the school's catalog. Schools are responsible for ensuring and documenting that all students have received a copy of the school's grievance procedures and for describing this procedure in the school's published catalog. If, as a student, you were not provided with this information, please inform school management.

Students dissatisfied with this school's response to their complaint or who are not able to file a complaint with the school, can file a formal complaint with TWC, as well as with other relevant agencies or accreditors, if applicable.

Information on filing a complaint with TWC can be found on TWC's website at:

www.texasworkforce.org/careerschoolstudents