



**Texas Workforce Commission
Career Schools and Colleges
General Complaint Form**

Please mail this form or email when completed to:

**TWC Career Schools and Colleges
101 East 15th Street, Room 226T
Austin, Texas 78778-0001**

HelpDesk: career.schools@twc.texas.gov

For TWC Use Only

Date Received: _____

Date Assigned: _____

Initialed By: _____

School Information

TWC is responsible for licensing and regulating private postsecondary educational institutions (also known as career schools and colleges), as required under Texas Education Code Chapter 132 and the TWC rules in Texas Administrative Code Chapter 807. To help us ensure that we understand your complaint and can respond promptly, please complete this form, and return to Career Schools and Colleges at the address above.

School Number (**TWC Use Only**): _____

School Legal Name (please print): _____

School Physical Address (Street 1): _____

School Physical Address (Street 2): _____

City: _____ State: _____ ZIP Code: _____

Telephone Number: _____ Fax Number: _____

Website URL Address: _____

Complainant Information

Unless you disclose your name and address, we will not be able to investigate your complaint and you may use this form as information only. This form is for the purpose of any party to submit a complaint to Career Schools regarding the operations of a Career School or College subject to regulation under Texas Education Code Chapter 132, with the exception of complaints by students of a Career School or College. Students are to use the Student Complaint form (CSC-401A). Please do not send the originals of any documentation.

First Name (please print): _____ Middle Name (please print): _____

Last Name (please print): _____

City: _____ State: _____ ZIP Code: _____

Telephone Number: _____ Email Address: _____

What is your relationship to the school and the program of concern?

Course of Instruction Information

Course of Instruction of Concern:

Witness Information

Have you contacted the school to register your complaint? Yes No

If no, why not?

If yes, what actions did the school take in response to your complaint?

In your opinion, why was this complaint not resolved at school?

Please write down the names and phone numbers of people who can assist in the complaint investigation and anyone you have communicated your complaint.

First and Last Name	Title	Relationship	Email Address	Telephone Number

Complaint Details

Please use additional sheets if you need more space.

Is the complaint against a particular person(s): Yes No

If yes, provide person(s) Name: _____ and Title: _____

Please describe your complaint as specific as you can. Include names of people, places, and dates listed:

Please tell us how you would like to see your complaint resolved:

Certification

I hereby certify that the preceding and enclosed information is true and correct to the best of my knowledge and grant permission for the complaint to be forwarded to the school for a response. I understand that my complaint is not confidential and will become a part of public records. Must provide original signature or acceptable electronic signature such as DocuSign.

Complainant Signature: _____

Date: _____