

Grievance / Complaint Policy

Quest College is dedicated to the professional and technical development of its students. To ensure every student is afforded fair nondiscriminatory treatment, the College has adopted the following set of guidelines to govern student conduct, academic, and administrative actions:

- Whenever a student is confronted with an issue, concern, dispute, etc., he/she is encouraged to speak first with their primary instructor, explain the grievance or complaint and ask for clarification. Most problems will be resolved at this level.
- If the Instructor does not satisfactorily resolve your concern or issue or if your concern or issue involves the Instructor, contact the Director of Faculty and Student Services of your facility.
- If the Director of Faculty and Student Services does not resolve the concern or issue to your satisfaction, arrange a meeting with the School Director and provide a written signed statement of the issues. The School Director will consider your grievance and will advise the student of a decision. It is the college policy that the School Director's decisions regarding student grievances are final.

Appeal Procedure

After utilizing the Grievance Policy stated in this catalog, a student may contact the following agencies to report any unresolved grievances:

Texas Workforce Commission, Career Schools and Colleges, 101 East 15th Street, Austin, Texas 78778-0001.

Office phone: (512) 936-3100.

Council on Occupational Education, 7840 Roswell Rd., Building 300, Suite 325, Atlanta GA., 30350 Office phone: (800) 917-2081.