

Grievance Procedures

All student complaints should be communicated to the Campus Director. Students that have addressed their concerns to the Campus Director and have not reached their desired outcome, or have an issue directly related to the Campus Director are encouraged to follow the grievance procedure outlined in the student catalog, which encourages students to write a letter to Tony, CEO of MyComputerCareer, by going to <http://info.mycomputercareer.com/dear-tony>. The student will be contacted and an attempt to resolve the complaint internally to the satisfaction of the student, within reasonable discretion. Students are encouraged to go through this internal complaint process as a first attempt to resolve any complaints. If the complaint cannot be resolved, the student will be referred to file a formal complaint with a higher governing authority listed below:



Ohio students may contact the State Board of Career Colleges and Schools at 30 East Broad St. Suite 2481 Columbus, OH 43215-3414, Phone 614-466-2752, toll free at 877-275-4219 or email bpsr@scr.state.oh.us.



Indiana students may file a formal complaint at the Indiana Commission for Higher Education located at 101 West Ohio Street Suite 300 Indianapolis, IN 46204. Phone 317-464-4400 or Email - Complaints@che.in.gov.

<https://www.in.gov/che/student-complaints/>.



TWC # Arlington: S4925, **Dallas:** S3367, **Houston:** S3692, **Sugar Land:** S4925
Texas students may file a formal complaint with TWC, who provides our Certificate of

Approval and approves all of MyComputerCareer's programs, by completing the Student Complaint Form and following the instructions in the following link :

<http://www.twc.state.tx.us/files/jobseekers/csc-401a-student-complaint-form-twc.pdf>. Additional information on filing a complaint can be found at

<http://www.texasworkforce.org/careerschoolstudents>.

Complaint forms can be sent to: TWC Career Schools and Colleges, 101 East 15th Street, Room 226T, Austin, Texas 78778-0001. Phone: (512) 936-3100.



North Carolina students may file a formal complaint by completing the Student Complaint Form and

following the instructions in the following link:

http://www.nccommunitycolleges.edu/sites/default/files/basic-page-file-uploads/proprietary-schools/fillable_student_complaint_form_-_arial.pdf



Nevada Student may file a complaint against MyComputerCareer regarding this tuition policy or otherwise, by submitting the Nevada Commission on Postsecondary Education

complaint form located on their website at

http://cpe.nv.gov/Students/Students_Home/.



California residents enrolled in distance education through our Columbus, OH campus may file a complaint at <https://www.bppe.ca.gov/enforcement/complaint.shtml>.

A complaint may be filed by writing or calling the Bureau for Private Postsecondary Education Enforcement Section at the following address and number: PO Box 980818, West Sacramento, CA 95798-0818. Phone: 916-574-8900, Fax: 916-263-1897. An alternative avenue for filing a Complaint is to utilize the CA Department of Consumer Affairs' (DCA) online Complaint Form.

<https://www.dca.ca.gov/webapps/gencomplaint.php>



In addition, students can submit complaints to our Accrediting Body, ACCET by following the complaint procedure posted in each campus, or by clicking the following link that contains their contact information:

https://docs.accet.org/downloads/docs/doc49_1.pdf.

ACCET's address and phone number are as follows: 1722 N Street, NW Washington, DC 20036. Phone: 202-955-1113.



National Council for
State Authorization
Reciprocity Agreements

The MyComputerCareer campus in Columbus, Ohio formally became a member of the NC-SARA September 2016. Nellis AFB is a branch of Columbus and was formally added to NC-SARA in March 2021. The campus in Indianapolis, IN formally became a member in September

2021. This results in more efficiency in the state authorization process and more options for our distance education students. For more information on NC-SARA please refer to their website: <http://nc-sara.org>. The portal agency for our Columbus and Las Vegas campuses is the Ohio State Board of Career Colleges and Schools. The portal agency for our Indianapolis campus is the Indiana Commission for High Education. All NC-SARA complaints or grievances should be sent to the state as described in their appropriate section above.

Student Complaints Grievance Procedures – 07-2021

For students who attend a MyComputerCareer campus **other than** Columbus, Ohio, Indianapolis, IN, and Las Vegas, NC (Non-NC-SARA) who relocate to a new state post-enrollment, the supplemental page provides guidance on how to file a student complaint, if not resolved through the institution (applicable to North Carolina and Texas campus enrollments):

State	Process
Alabama	https://www.accs.edu/about-accs/private-school-licensure/complaints/ . The student must submit the complaint in writing by clicking here or using the complaint form in the quick link's section. The student complaint must contain a detailed description of the claim, including dates, times, and full names of all involved, as well as a timeline of the actions taken by both the student and the school to resolve the matter.
Alaska	no policy in place for non-licensed schools operating outside of the state of Alaska. Refer to the enrollment campus state.
Arizona	no policy in place for non-licensed schools operating outside of the state of Arizona. Refer to the enrollment campus state.
Arkansas	If you have questions or you believe your rights have been violated, you may contact the Board staff at 501-371-2000, email us at dhe.private.careered@adhe.edu or submit a Complaint Form : .
California	https://www.bppe.ca.gov/enforcement/complaint.shtml . A complaint may be filed by writing or calling the Bureau for Private Postsecondary Education Enforcement Section at the following address and number: PO Box 980818, West Sacramento, CA 95798-0818. Phone: 916-574-8900, Fax: 916- 263-1897. An alternative avenue for filing a Complaint is to utilize the CA Department of Consumer Affairs' (DCA) online Complaint Form .
Colorado	no policy in place for non-licensed schools operating outside of the state of Colorado. Refer to the enrollment campus state.
Connecticut	For complaints regarding higher education institutions located in other states, contact the state agency responsible for authorization.
Delaware	no policy in place for non-licensed schools operating outside of the state of Delaware. Refer to the enrollment campus state.
District of Columbia	no policy in place for non-licensed schools operating outside of the District of Columbia. Refer to the enrollment campus state.
Florida	no policy in place for non-licensed schools operating outside of the state of Florida. Refer to the enrollment campus state.
Georgia	The Commission requires that students will utilize and complete these institutional procedures in an attempt to resolve any complaint or concern before submitting a complaint to the Commission
Hawaii	If a student has a complaint regarding unfair and deceptive acts or practices, the complaint can be completed online or by calling the Consumer Resource Center at 808-587-4242 (press 2) to speak with an intake specialist, or you can complete the complaint form and mail to Office of Consumer Protection; 235 S. Beretania St, Rm 801, Honolulu, HI 96813.
Idaho	no policy in place for non-licensed schools operating outside of the state of Idaho. Refer to the enrollment campus state.
Illinois	no policy in place for non-licensed schools outside of the state of Illinois. Refer to the enrollment campus state.
Indiana	The student should file a complaint through his/her institution of higher education's established complaint process. Information on the process can usually be found in the institution's academic catalog, student handbook or website. If the student is unable to resolve the complaint in this manner, he/she should proceed to filing a student complaint with the Indiana Commission for Higher Education (ICHE). The student can contact complaints@che.in.gov if there are additional questions.
Iowa	Iowa College Aid accepts questions, concerns and complaints from an Iowa resident attending any postsecondary school in the United States. Iowa College Aid has created a Student Complaint Form to accept a student's questions, concerns, or complaint related to a postsecondary school. A student may also contact Iowa College Aid toll-free at 877-272-4456.
Kansas	no policy in place for non-licensed schools operating outside of the state of Kansas. Refer to the enrollment campus state.
Kentucky	no policy in place for non-licensed schools operating outside of the state of Kentucky. Refer to the enrollment campus state.
Louisiana	no policy in place for non-licensed schools operating outside of the state of Louisiana. Refer to the enrollment campus state.
Maine	no policy in place for non-licensed schools operating outside of the state of Maine. Refer to the enrollment campus state.
Maryland	no policy in place for non-licensed schools operating outside of the state of Maryland. Refer to the enrollment campus state.
Massachusetts	no policy in place for non-licensed schools operating outside of the state of Massachusetts. Refer to the enrollment campus state.
Michigan	If the student is unable to resolve the complaint through the institution's complaint process, they can file a complaint with PSS. If a student wishes to complete and submit a complaint, they should complete the PSS complaint form (PSS complaint form) and attach any pertinent additional documentation. The form is sent to the State of Michigan Department of Labor and Economic Opportunity, Employment & Training, Post-Secondary Schools, PO Box 30726, Lansing, MI 48907

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Minnesota	no policy in place for non-licensed schools operating outside of the state of Minnesota. Refer to the enrollment campus state.
Mississippi	no policy in place for non-licensed schools operating outside of the state of Mississippi. Refer to the enrollment campus state.
Missouri	no policy in place for non-licensed schools operating outside of the state of Missouri. Refer to the enrollment campus state.
Montana	no policy in place for non-licensed schools operating outside of the state of Montana. Refer to the enrollment campus state.
Nebraska	no policy in place for non-licensed schools operating outside of the state of Nebraska. Refer to the enrollment campus state.
Nevada	no policy in place for non-licensed schools operating outside of the state of Nevada. Refer to the enrollment campus state.
New Hampshire	no policy in place for non-licensed schools outside of the state of New Hampshire. Refer to the enrollment campus state.
New Jersey	New Jersey residents who are seeking information about filing a complaint in regard to an out-of-state institution that is not operating under SARA, can file a complaint with New Jersey Office of the Attorney General, Division of Consumer Affairs: Department of Labor & Workforce Development (DLWD) (609) 659-9045
New Mexico	no policy in place for non-licensed schools outside of the state of New Mexico. Refer to the enrollment campus state.
New York	no policy in place for non-licensed schools operating outside of the state of New York. Refer to the enrollment campus state.
North Carolina	North Carolina students may enroll in schools licensed under NCGS §115D. North Carolina citizens may enroll in schools out of state that provide education through distance learning technologies, but they may not be protected by the consumer laws of North Carolina.
North Dakota	no policy in place for non-licensed schools operating outside of the state of North Dakota. Refer to the enrollment campus state.
Ohio	no policy in place for non-licensed schools operating outside of the state of Ohio. Refer to the enrollment campus state.
Oklahoma	no policy in place for non-licensed schools operating outside of the state of Oklahoma. Refer to the enrollment campus state.
Oregon	no policy in place for non-licensed schools operating outside of the state of Oregon. Refer to the enrollment campus state.
Pennsylvania	no policy in place for non-licensed schools outside of the state of New York. Refer to the enrollment campus state.
Puerto Rico	no policy in place for non-licensed schools operating outside of Puerto Rico. Refer to the enrollment campus state
Rhode Island	no policy in place for non-licensed schools operating outside of Rhode Island. Refer to the enrollment campus state.
South Carolina	Students enrolled in distance learning programs should contact the state authorization agency in the home state of the institution.
South Dakota	Students enrolled in 100% distance learning programs should contact the agency authorization agency in the home state of the institution.
Tennessee	no policy in place for non-licensed schools operating outside the state of Tennessee. Refer to the enrollment campus state.
Texas	no policy in place for non-licensed schools operating outside the state of Texas. Refer to the enrollment campus state.
US Virgin Islands	no policy in place for non-licensed schools operating outside the state of Tennessee. Refer to the enrollment campus state.
Utah	If a student has a complaint, they may following the website and complete the process through the Utah Division of Consumer protection;
Vermont	no policy in place for non-licensed schools outside the state of Vermont. Refer to the enrollment campus state.
Virginia	If a school with no physical presence in Virginia enrolls in distance education students, those complaints are handles by the home state of the school
Washington	If a student has a complaint, they may go to the website and complete the process through the Utah Division of Consumer protection
West Virginia	no policy or regulation in place for student complaint. Refer to the enrollment campus state.
Wisconsin	Before filing a complaint with the EAP, state law requires students to try to resolve the matter with the school. Every EAP approved school has a process to resolve student complaints. If the matter is not resolved, a complaint may be filed with the EAP using the Student Complaint Form . Completed Student Complaint Forms should be mailed to DSPSEAP@wisconsin.gov . Alternatively, completed forms can be sent to the following address: Educational Approval Program Attention: Student Complaints P.O. Box 8366, Madison, WI 53708-8366
Wyoming	no policy in place for non-licensed schools operating outside the state of Wyoming. Refer to the enrollment campus state.