

# NOTICE – STUDENT COMPLAINT POLICY

Dear Students:

Redstone College – Denver has a Certificate of Approval from the Texas Workforce Commission (TWC). The school’s TWC-assigned number is S0950.

The school’s programs are approved by TWC, as well as the Accrediting Council for Independent Colleges and Schools (ACICS).

Students must address any concerns about the school or any of its educational programs by following the grievance process outlined in the school’s academic catalog, and below.

## GRIEVANCE RESOLUTION

	Academic Issues	Non-Academic Issues	
<b>Step 1</b>	Faculty	Manager of the department where concern is focused	
<b>Step 2</b>	Program Chair	Director of Student Services	
<b>Step 3</b>	Campus Academic Dean	Campus President	
<b>Step 4</b>	Director of Student Services	Student Resolution Hotline via MySafeCampus 1-888-331-3036 <a href="http://www.mysafecampus.com">www.mysafecampus.com</a>	
<b>Step 5</b>	Campus President	Redstone Central Administration Office 7604 Technology Way, Denver, CO 80237	
<b>Step 6</b>	Student Resolution Hotline via MySafeCampus 1-888-331-3036 <a href="http://www.mysafecampus.com">www.mysafecampus.com</a>	Accrediting Agency The Accrediting Council for Independent Colleges and Schools (ACICS) 750 First Street NE, Ste 980 Washington DC 20002-4241 Telephone: 202-336-6780	State Agency Texas Workforce Commission Career Schools and Colleges Section 101 E.15th Street Austin, TX 78778-0001
<b>Step 7</b>	Redstone Central Administration Office 7604 Technology Way, Denver, CO 80237	Arbitration	
<b>Step 8</b>	Accrediting Agency The Accrediting Council for Independent Colleges and Schools (ACICS) 750 First Street NE, Ste 980 Washington DC 20002-4241 Telephone: 202-336-6780	State Agency Texas Workforce Commission Career Schools and Colleges Section 101 E.15th Street Austin, TX 78778-0001	
<b>Step 9</b>	Arbitration		

Students who are dissatisfied with the 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 the school’s accrediting body, ACICS.

Information on filing a complaint with TWC can be found on TWC’s Career Schools and Colleges website at <http://csc.twc.state.tx.us/>.