

# NOTICE

## STUDENT COMPLAINT POLICY

Dear Students:

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

The TWC-assigned school number is: S0477

The school's programs are approved by TWC, as well as the following:

Texas Higher Education Coordinating Board (THECB)

American Board of Funeral Service Education (ABFSE)

**Students must address their concerns about this school 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 these procedures 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 Career Schools and Colleges Website at <http://csc.twc.state.tx.us/>.

## The Texas Higher Education Coordinating Board (THECB)

### STUDENT COMPLAINT POLICY

The Texas Higher Education Coordinating Board (THECB) adopted rules codified under Title 19 of the Texas Administrative Code, Sections 1.110 – 1.120, on October 25, 2012. The rules create a student complaint procedure to comply with the U.S. Department of Education’s “Program Integrity” regulations, which require each state to have a student complaint procedure in order for public and private higher education institutions to be eligible for federal Title IV funds. In December 2011, the Office of Attorney General of Texas issued an opinion stating that THECB has authority under Texas Education Code Section 61.031 to promulgate procedures for handling student complaints concerning higher education institutions.

**How to submit a Student Complaint:** After exhausting the institution's grievance/complaint process, current, former, and prospective students may initiate a complaint with THECB by sending the required forms either by electronic mail to [StudentComplaints@thecb.state.tx.us](mailto:StudentComplaints@thecb.state.tx.us), or by mail to the Texas Higher Education Coordinating Board, College Readiness and Success Division, P.O. Box 12788 Austin, Texas 78711-2788. Facsimile transmissions of the forms are not accepted.

All submitted complaints must include a student complaint form, a signed Family Educational Rights and Privacy Act (FERPA) Consent and Release form, and a THECB Consent and Agreement Form. Submitted complaints regarding students with disabilities shall also include a signed Authorization to Disclose Medical Record Information form.

Required forms and a description of complaint procedures may be located at: <http://www.thecb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9>

The Texas Higher Education Coordinating Board (THECB) adopted rules codified under Title 19 of the Texas Administrative Code, Sections 1.110 – 1.120 can be located at: [http://texreg.sos.state.tx.us/public/readtac\\$ext.TacPage?sl=R&app=9&p\\_dir=&p\\_rloc=&p\\_tloc=&p\\_ploc=&pg=1&p\\_tac=&ti=19&pt=1&ch=1&rl=116](http://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=19&pt=1&ch=1&rl=116)

A link to THECB & TWC Complaint policy procedures and forms may be located on our website (<http://commonwealth.edu>) under the tab “Accreditation/Approvals”

## **Student Complaints and Grievances (Utah)**

Students who have complaints against Commonwealth Institute relating to fraud, false advertising, or other deceptive practices can file a complaint with the Utah Division of Consumer Protection, 160 East 300 East, 2nd Floor, Salt Lake City, UT 84111, Telephone No. 801-530-6601, Toll Free in Utah at 1-800-721-SAFE or online at [www.dcp.utah.gov/complaints/index.html](http://www.dcp.utah.gov/complaints/index.html). In addition, students involved with distance and correspondence education can file a complaint with their state's enforcement authority.

Students who have complaints relating to issues that are covered by the *Student Handbook* and *CIFS College Catalog* should follow the institution's grievance procedure.

Students who have complaints relating to the college/university's quality of education or other issues appropriate for its accrediting body to consider, can file a complaint with the American Board of Funeral Service Education at [www.abfse.org](http://www.abfse.org).

Copies of documents describing the college/university's accreditation and state approval are available for review upon request.

**Residents of South Carolina** may access a complaint form through the web site of the Commission:

[http://www.che.sc.gov/CHE\\_Docs/AcademicAffairs/License/Complaint\\_procedures\\_and\\_form.pdf](http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf)

The form must be completed, signed, and notarized. It may be submitted with the required documentation to [reshleman@che.sc.gov](mailto:reshleman@che.sc.gov) or sent to Postsecondary Institution Licensing, South Carolina Commission on Higher Education, 1122 Lady Street, Suite 300, Columbia, SC 29201.

## **American Board of Funeral Service Education**

The Funeral Service program and Commonwealth Institute of Funeral Service are accredited by the American Board of Funeral Service Education (ABFSE), 3414 Ashland Avenue, Suite G, St. Joseph, Missouri 64506 (816) 233-3747.

Web: [www.abfse.org](http://www.abfse.org).

### Complaints about accredited program

Alleged Violations of the Standards of Accreditation may be brought to the attention of the Executive Director of the American Board by submission of notarized affidavits by persons or agencies. Such notification normally must be made within 3 months of the complainant becoming aware of the standard alleged to have been violated and after all available campus procedures have been pursued. The Committee on Accreditation will not consider alleged violations which can be and are more properly resolved within the institution's own system of due process and grievance or situations which are outside the accreditation standards. See page 8-3 Chapter VIII. G. of the ABFSE Accreditation and Policy Manual.

Please visit the ABFSE website: <http://abfse.org/html/committee.html#Complaints>

## DISTANCE LEARNING COMPLAINT RESOLUTION

You are encouraged to discuss concerns and complaints with Commonwealth Institute personnel and should expect a timely and appropriate response.

When possible, you should first address your concerns through informal conferences with those directly involved. Formal due process is available when informal resolution cannot be achieved. Commonwealth's process for resolving student complaints is described in the *College Catalog* and *Student Handbook*.

If an issue cannot be resolved internally, a complaint can be filed with appropriate agency in your state of residence using the links below:

Alabama <https://www.accs.cc/index.cfm/school-licensure/complaints/>

Alaska [http://acpe.alaska.gov/ABOUT\\_US/Consumer\\_Protection](http://acpe.alaska.gov/ABOUT_US/Consumer_Protection)

Arizona <https://ppse.az.gov/complaint>

Arkansas <http://www.adhe.edu/students-parents/colleges-universities/student-grievance-form>

California <http://www.bppe.ca.gov/enforcement/complaint.shtml>

Colorado <http://highered.colorado.gov/Academics/Complaints/default.html>

Connecticut <http://www.ctohe.org/studentcomplaints.shtml>

Delaware <http://attorneygeneral.delaware.gov/documents/complaintform.pdf>

District of Columbia <http://osse.dc.gov/service/education-licensure-commission-elc-public-complaints>

Florida <http://www.fl DOE.org/schools/higher-ed/fl-college-system/about-us/complaints.stml>

Georgia <http://rules.sos.ga.gov/>

Hawaii

[http://files.hawaii.gov/dcca/ocp/consumer\\_complaint/Complaint%20Form%20and%20Instruction%202013%20WEB.pdf](http://files.hawaii.gov/dcca/ocp/consumer_complaint/Complaint%20Form%20and%20Instruction%202013%20WEB.pdf)

Idaho [https://boardofed.idaho.gov/priv\\_col\\_univ/student\\_complaint.asp](https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp)

Illinois <http://www.ibhe.state.il.us/consumerinfo/complaint.htm>

Indiana <http://www.ibhe.state.il.us/consumerinfo/complaint.htm>

Iowa <http://www.boee.iowa.gov/complaint.html>

Kansas <http://www.kansasregents.org/resources/PDF/2771-KBORcomplaintprocedureandform%28updated%29.pdf>

**Kentucky** <https://secure.kentucky.gov/formservices/AttorneyGeneral/StudentComplaintForm>

**Louisiana** <http://www.regents.la.gov/assets/docs/2013/03/Board-of-Regents-SARA-Student-Complaint-Form.pdf>

**Maine** <http://www.maine.gov/ag/consumer/complaints/index.shtml>

**Maryland** <http://www.oag.state.md.us/Consumer/complaint.htm>

**Massachusetts** <http://www.mass.edu/forstufam/complaints/complaints.asp>

**Michigan** [http://www.michigan.gov/lara/0,4601,7-154-61343\\_35395\\_35396---,00.html](http://www.michigan.gov/lara/0,4601,7-154-61343_35395_35396---,00.html)

**Minnesota** <http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

**Mississippi** <http://www.ago.state.ms.us/forms/complaint-form/>

**Missouri** <http://dhe.mo.gov/contactus.php>

**Montana** <https://dojmt.gov/consumer/>

**Nebraska** <http://www.education.ne.gov/CC/index.html>

**Nevada** <http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

**New Hampshire** <http://education.nh.gov/highered/>

**New Jersey** <http://www.njconsumeraffairs.gov/>

**New Mexico** <http://www.hed.state.nm.us/students/complaints.aspx>

**New York** <http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

**North Carolina** <http://www.ncdoj.gov/getdoc/59be4357-41f3-4377-b10f-3e8bd532da5f/Complaint-Form.aspx>

**North Dakota** <http://www.ag.nd.gov/CPAT/ConsumerComplaints.htm>

**Ohio** <http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

**Oklahoma** <https://www.oag.ok.gov/oagweb.nsf/ccomp.html>

**Oregon** <http://www.doj.state.or.us/consumer/pages/index.aspx>

**Pennsylvania** <http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#.Ve75BRFVhBd>

**Rhode Island** <http://www.ride.ri.gov/InsideRIDE/RIDEOffices/Legal.aspx>

**South Carolina**

[http://www.che.sc.gov/Portals/0/CHE\\_Docs/academicaffairs/license/complaint\\_procedures\\_and\\_form.pdf](http://www.che.sc.gov/Portals/0/CHE_Docs/academicaffairs/license/complaint_procedures_and_form.pdf)

**South Dakota** <http://atg.sd.gov/Consumers/HandlingComplaints/ConsumerComplaintForm.aspx>

**Tennessee** <http://www.tn.gov/assets/entities/thec/attachments/ComplaintForm.pdf>

**Utah** <http://www.dcp.utah.gov/complaints/index.html>

**Vermont** <http://education.vermont.gov/>

**Virginia** <http://www.schev.edu/index/students-and-parents/resources/student-complaints>

**Washington** [http://www.wtb.wa.gov/PCS\\_Complaints.asp](http://www.wtb.wa.gov/PCS_Complaints.asp)

**West Virginia** <http://www.wvhepc.edu/wp-content/uploads/2014/06/Student-Complaint-Process-revised-3.pdf>

**Wisconsin** <http://eab.state.wi.us/resources/complaint.asp>

**Wyoming** <http://ag.wyo.gov/>