

## **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**

**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, Office of General Counsel, P.O. Box 12788 Austin, Texas 78711. 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

January 7, 2019

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=989FE9A0-2213-11E8-BC500050560100A9>

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

## **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>