

## **Texas procedures for filing a Student Complaint with a State Agency/State Board**

Student complaints to a State Agency or State Board shall be addressed to:

### **For students enrolled in Degree Programs:**

Any current student enrolled in a degree program, any former student who was enrolled in a degree program, or any prospective student considering enrollment in a degree program, may submit complaints to the Texas Higher Education Coordinating Board (“THECB”) via the Student Complaint policy set forth on the THECB’s website at: <https://www.highered.texas.gov/student-complaints>.

Specifically, students may obtain a THECB Student Complaint Form (as well as other forms which it will be necessary for students to complete in order to submit a complaint to the THECB) at the Uniform Resource Locator (“URL”) set forth in the previous paragraph (or by going to the THECB’s main home page at <https://www.highered.texas.gov/>, and entering the search term “complaints”). Students may also obtain a copy of the portion of the Texas Administrative Code setting forth these complaint procedures (19 Texas Administrative Code, Section 1.112) at the Texas Secretary of State’s website at: [http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y).

Following completion of the THECB Student Complaint Form (and other required forms, also provided at the URL for the THECB’s website set forth above), students (or former or prospective students) may submit their complaint using one of the options outlined below. Facsimile transmissions of the student complaint forms are not accepted.

- Completing the THECB’s online student complaint form (available at the URL for the THECB’s website set forth above) and uploading the required supporting documentation in Portable Document Format (PDF).
- Mailing printed forms and documentation to:

Texas Higher Education Coordinating Board,  
Office of General Counsel  
P.O. Box 12788  
Austin, Texas 78711-2788

The THECB will require any complainant to exhaust all grievance and appeal procedures that Remington College has established (such policies being set forth in detail in the Catalog) to address student complaints prior to initiating any investigation. All complaints submitted to the THECB must include a completed student complaint form as well as a signed FERPA Consent Release form, and a THECB Consent and Agreement Form (all of which are provided at the URL for the THECB website set forth above). Submitted complaints regarding students with disabilities shall also include a signed Authorization to Disclose Medical Record Information form, which is also provided at the THECB website.

The THECB does not handle, investigate, or attempt to resolve complaints concerning actions that occurred more than two years prior to filing a student complaint form with the Agency, unless the cause of the delay in filing the student complaint form with the THECB was the complainant’s exhaustion of Remington College’s grievance procedures. Former students shall file a student complaint form with the THECB no later than one year after the student’s last date of attendance at the institution, or within 6 months of discovering the grounds for complaint, unless the cause of the delay in filing the student complaint form with the THECB was the complainant’s exhaustion of the institution’s grievance procedures.

Once the THECB receives a student complaint form, the THECB may refer the complaint to other agencies or entities as appropriate (for example, the Consumer Protection Division of the Office of the Attorney General of Texas or to the Accrediting Commission of Career Schools and Colleges, in appropriate circumstances), or the THECB may initiate an investigation itself if the student complaint concerns compliance with the statutes and regulations that the THECB administers. As part of any investigation, the THECB will request a response from Remington College, and may also contact other persons or entities named in the student's complaint or in Remington College's response, in order to ascertain all relevant facts. In appropriate cases, the THECB will also attempt to facilitate an informal resolution to the complaint that is mutually satisfactory to the student and to Remington College. In cases in which an informal resolution between the student and Remington College is not feasible, THECB will evaluate the results of the investigation of the student complaint and recommend a course of action to the Commissioner of Higher Education (the "Commissioner"). The Commissioner will consider the recommendation regarding the complaint and render a written determination either dismissing the complaint or requesting Remington College to take specific actions to remedy the complaint. The Commissioner may also request the Board to review and decide issues that regard institutional integrity.

**For students enrolled in the Cosmetology Program:**

Complaints related to the Cosmetology Program may be submitted to the Texas Department of Licensing and Regulation using one of the following three options. Anyone requiring assistance with filing a complaint online may contact a TDLR customer service representative by phone at 1-800-803-9202.

- Completing the online complaint form available at <https://www.tdlr.texas.gov/complaints-and-enforcement/>,
- Emailing the completed complaint form available at <https://www.tdlr.texas.gov/misc/007all.pdf> to [Intake-complaints@tdlr.texas.gov](mailto:Intake-complaints@tdlr.texas.gov), or
- Mailing the completed complaint form available at <https://www.tdlr.texas.gov/misc/007all.pdf> to:

**Texas Department of Licensing and Regulation  
Attention: Enforcement Division  
P.O. Box 12157  
Austin, Texas 78711**

**For students enrolled in diploma programs:**

Any current student enrolled in a diploma program, any former student who was enrolled in a diploma program, or any prospective student considering enrollment in a diploma program, may submit complaints to the Attorney General of Texas, Consumer Protection and Public Health using one of the following three options:

- Completing the online consumer complaint form available at <http://txoag.force.com/CPDOnlineForm>, which allows supporting documentation to be uploaded after completing the form.
- Downloading, printing, and mailing the complaint form and any documentation to the address below. The form can be downloaded at <https://www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint>.

Office of the Attorney General  
Consumer Protection Division  
PO Box 12548  
Austin, TX 78711-2548

- Calling the Texas Attorney General's Consumer Protection Hotline at (800) 621-0508.