

STUDENT COMPLAINT PROCEDURE FOR TEXAS RESIDENTS

After exhausting the institution's grievance/complaint process, current, former, and prospective students who are Texas residents may initiate a complaint with the Texas Higher Education Coordinating Board. The required forms must be filed via e-mail or regular mail. Facsimile transmissions of the forms are not accepted.

E-mail Address: StudentComplaints@theccb.state.tx.us

Postal Address:

Texas Higher Education Coordinating Board
College Readiness and Success Division
P.O. Box 12788
Austin, TX 78711-2788

Required Forms:

- A Student Complaint Form
- A signed Family Educational Rights and Privacy Act (FERPA) Consent and Release Form
- A THECB Consent and Agreement Form
- A signed Authorization to Disclose Medical Record Information Form (only in the case of complaints involving students with disabilities)

The forms listed above are available at the following Web address:

<http://www.theccb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9>

Note that one of the downloadable PDF files contains three of the forms.