



*The mission of CTK Healthcare and Career Institute is to offer quality professional trainings in Healthcare, Information Technology and Business related disciplines.*

### **Grievances/Complaint Resolution Policy:**

If you are or were recently a student of CTK Healthcare and Career Institute (licensed by the Texas Workforce Commission) and are having a problem with the school, you should first attempt to get the school to address your concerns, following the "Grievance" or "Complaints" policy explained below. If your problem is not resolved, you may file a complaint with Career Schools and Colleges.

Any student complaint must be discussed or directed to the Instructor following the appropriate chain of commands. This complaint must be in writing. If the student and the Instructor or Program Director cannot come to an agreement, the complaint must be presented to the School Administrator to resolve.

**Student may choose to email the school Administrator directly at**

**[ctkhealthcare@gmail.com](mailto:ctkhealthcare@gmail.com)**

**OR**

**Call 940-594-8910 with compliant.**

Students are advised to direct an unresolved grievance to:

**Texas Workforce Commission  
Career Schools and Colleges  
101 East 15<sup>th</sup> Street  
Austin, Texas 78778-0001**

**AND/OR**

**Council on Occupational Education  
7840 Roswell Road  
Building 300, Suite 325  
Atlanta, GA 30350  
770-396-3898 / 800-917-2081  
FAX 770-396-3790  
[www.council.org](http://www.council.org)**