



Policy on Grievances and Complaints

Institute for Addiction Education (IAE) has a Certificate of Approval from the Texas Workforce Commission (TWC). The TWC-assigned school number is: s5824. The school's programs are approved by Texas Workforce Commission.

Students must address their concerns about IAE or any of its educational programs by following the grievance process outlined in the student catalog. IAE is 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 catalogue. If, as a student, you were not provided with this information, please inform school director at director@iaelearning.com.

Complaints are defined as any student concern regarding the school programs, services, or staff. If at any time a student is dissatisfied, the student should discuss the issue with his/her Instructor.

A student who has a concern about a school-related issue is encouraged to schedule a conference with the school director to find resolution. If an issue is not resolved to a student's satisfaction through the conference, the student can file a formal complaint in writing with the school director who will formally investigate the complaint, take appropriate action, and provide a written response to the student by the 10th business day after the day the formal written complaint is received by member of the school faculty or staff.

Note: a conference with the director is not required before a student files a formal written complaint. 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.

The school director may be reached at:

Institute for Addiction Education
Attn: Dr. Rhonda G. Patrick, Director
111 W. Anderson Lane Ste E328
Austin, Texas 78752
Phone: (512) 893-1484
Email: director@iaelearning.com

If the Director cannot resolve the issue, or if the student does not wish to follow the school's process, a student may submit a complaint with TWC's Career Schools and Colleges department or with the school's accrediting body. Information on filing a complaint with TWC can be found on TWC's website at:

Texas Workforce Commission
Career Schools and Colleges, Room 226T
101 East 15th Street
Austin, Texas 78778-0001
(512) 936-3100
www.texasworkforce.org/careerschools