

PROBLEM SOLVING (GRIEVANCE) PROCEDURE

1. Students with a problem should first bring this matter to the instructor's attention. The instructor shall resolve the issue or refer the matter to the Student Support Specialist who is assigned to that student. Each student will have access to their Student Support Specialist on-site and will be provided their contact information prior to the beginning of class.
2. If a student is dissatisfied with both the instructor's resolution and the Student Support Specialist resolution, or if no resolution is reached, the student may contact the Campus Manager via phone or in writing who will address the problem within five (5) working days.
3. If a student is dissatisfied with the Campus Manager's resolution, or if no resolution is reached, the student may contact the Senior Manager of Education & Training via phone or in writing who will address the problem within five (5) working days.
4. If a satisfactory resolution is not reached, either the Senior Manager of Education & Training or the student may bring the matter to the Senior Director of Workforce Operations of Goodwill Industries of San Antonio who will address the problem within five (5) working days.
5. If a satisfactory resolution is not reached, either the Senior Director of Workforce Operations or the student may bring the matter to the VP Workforce Development of Goodwill Industries of San Antonio who will address the problem within five (5) working days.
6. The VP Workforce Development will have final authority to resolve the problem within the Goodwill organization. Should the problem not be resolved through the organization, the student may write or call the Texas Workforce Commission, Career Schools and Colleges, Room 226T: 101 East 15th Street, Austin, TX 78778-0001. Phone: 1-512-936-3100, <http://csc.twc.state.tx.us/>.
7. The school has a Certificate of Approval from the Texas Workforce Commission (TWC) for the school's approved programs.

GCA GRIEVANCE PROCEDURE CONTACT INFORMATION:

Name	Title	Phone	Email
Mark Milton	Senior Director of Workforce Operations	210-924-8581	MMilton@goodwillsa.org
Angelique De Oliveira	VP Workforce Development	210-924-8581	ADeOliveira@goodwillsa.org